

Valencia Community College
Information Technology Resource Policies [6Hx28:04-38]

**Implementing Procedures for
Computer Hardware and Software Standards**
[04-38.03]

I. Supported Computer Hardware Desktop Platforms

Valencia Community College will provide, via the Office of Information Technology, official support for Intel/Windows-based and Apple (Mac OS) computer systems. This policy respects situations where nonstandard computer systems may need to be purchased for specialized functions and/or applications. Official support for non-standard systems will only be provided when such hardware environments have been approved in advance by the Chief Information Officer (CIO) or his designee.

Computers supplied to faculty and staff for office work and administrative applications must possess certain functionality and should be compatible across all networks, departments and campuses in order to facilitate ease of communication and use of college-wide applications. Academic system requirements should be based on the required functionality of the academic area or academic program that those systems will support. In some cases, conflicts may occur between required academic and administrative software on computer systems. In those cases, the College will attempt to provide a solution to the conflict and/or suggest alternative configurations. Consideration for such requests can be found via the [Computer Purchase Exception Request Form](#).

II. Supported File and Application Server Platforms

The Office of Information Technology must approve all file and application servers that connect to Valencia's network infrastructure. All such file and application servers will be subject to network and security configurations as required by the Office of Information Technology. This requirement is necessary to ensure the integrity and security of Valencia's overall network infrastructure. Only file and application servers that have been previously approved by The Office of Information Technology will be supported by The Office of Information Technology.

III. Method and Level of Hardware Support

Faculty and staff computers will be primarily supported through the [Office of Information Technology Help Desk](#). Computers in academic labs, classrooms, and LRC's will be primarily supported by their respective department or lab personnel. Additional support may be requested from the [Office of Information Technology Help Desk](#) and will be provided based on availability. The Office of Information Technology will provide primary support for all file and application servers that it manages. File and application servers managed by other areas are primarily the responsibility of their respective department or lab personnel. Additional support may be requested from the [Office of Information Technology Help Desk](#) and will be provided based on availability.

IV. Guidelines for Computer Hardware and Software Purchasing and Configurations

To ensure proper hardware configuration, software compatibility, and the ability to provide technical support, all requests for acquisitions of computer and network equipment (including servers, printers and other peripherals) must adhere to the following guidelines:

A. Any desktop or laptop computer system configuration that meets all of the ACCEPTABLE criteria in the [OIT Computer Hardware and Software Standards](#) may be requested without contacting the Office of Information Technology or the CIO for review/approval.

B. Any desktop or laptop computer system configuration that meets any of the EXCEPTIONS criteria in the [OIT Computer Hardware and Software Standards](#) must first be reviewed and approved by the CIO. The listing of an item in the EXCEPTIONS list does not necessarily imply that the item cannot be ordered/purchased. Rather, this designation notes that the item must be reviewed to determine user needs, support issues, etc.

C. Any desktop or laptop computer system configuration request must be coordinated with the Office of Information Technology to determine if OIT support will be required for installation and setup and related scheduling/delivery issues.

Hardware/Software Configuration Guidelines Last Update: February 16th, 2009

ACCEPTABLE (no review/approval needed)	EXCEPTIONS(review/approval necessary)
Hardware See the following link: http://www.valenciacc.edu/oit/hardware/standards.cfm Apple/Macintosh® desktops and laptops	All hardware that does not conform to Valencia OIT Standards All file, terminal, remote access, and application servers
Desktop/Laptop Operating Systems Software Microsoft Windows XP	Microsoft Windows 2000

Notes:

1. This table will be reviewed and updated every six months or as majors systems are deployed.
2. The College maintains site licensing and purchase agreements with certain software vendors, including the Microsoft Windows® family of operating systems. Therefore, computer systems should not be ordered with additional costs to provide these operating systems. Please contact the Office of Information Technology Help Desk (x5555) with any questions.

VI. Computer Peripheral Guidelines

Each department should contact the Office of Information Technology for purchasing guidelines for peripheral items such as printers, scanners, etc.

VII. Network vs. Stand-alone Printers

Volume of printing should determine printer needs. A network printer in a central location is often the most cost efficient configuration and highly recommended whenever possible. If a centralized printer cannot be used, an inkjet or laser printer should be purchased depending on usage requirements by the particular staff member. Hewlett-Packard (HP) printers are recommended for most printing applications.

VIII. Computer Labs and Computer Classrooms

Each department must prepare a configuration quote from the OIT [Computer Hardware Standards page](#) or contact the Office of Information Technology and comply with the established review process for purchased computers. The following steps outline the process for building a new computer lab or classroom. It is critical that each of the following points be addressed prior to the ordering any equipment. Proper advance planning will assist in efficient allocation of assets and lessen delays in the process.

1. Power

Determine if the existing power can support the needs of the workstations that will be installed. If it does not, then new power must be installed. Also, consider whether the placement of power outlets suits the design of the lab.

2. Air Conditioning and Lighting

Can the air conditioning handle the additional load? Is the location too bright/dark for computers?

3. Communications - Does the location of the new lab have pre-existing network wiring and network equipment?

4. Design

Does the design meet the state of Florida and ADA requirements for computer labs? All labs built at Valencia Community College will provide for and comply with all current laws and regulations outlining support for disabled students. This includes, but is not limited to, floor plans, furniture, and computer equipment.

5. Workstations

How many workstations can be safely installed in the location of the new lab? Do not attempt installation of 30 computers in a room that can only hold 20. Do the workstations meet the requirements of the software to be used?

6. Server

Is a file/application server needed? Who will support the server? Where will it be housed? Is an existing server going to be utilized or does one need to be purchased? If using an existing server, does it have enough hard disk space and RAM to handle the new software? If a server must be purchased, determine the requirements of the software for a server. The College strongly recommends the consolidation of servers when at all possible.

7. Software

If using existing software, do additional software licensing agreements and concurrent user licenses need to be purchased? Also consider the hardware and OS requirements. Does the College support the operating system? What type of administrative support is needed for the software or end user?

8. Furniture

Does the furniture meet OSHA Safety Regulations? Does it comply with ADA requirements?

The design, power and communications for a lab or classroom are strongly dependent on one another. In a typical environment, if power needs to be installed, it is completed first, followed by communications. The furniture is installed before the communications is finished, giving the ability to install network cables. Finally, the workstations are installed. Before submitting general requisitions for hardware and software purchases, power and communications should be budgeted and installed. Also, it must be determined whether the requirements of the software can be met. Often, more than half of the cost of a lab or classroom is in the power and networking of the room/area.

IX. Software Standards and Support

The table below entitled Supported Software Packages lists the software packages that are officially supported by the Office of Information Technology. Items listed under LIMITED SUPPORT may include new software systems being pilot tested and/or software which is being phased-out. In some cases, it may be necessary to upgrade a system to a "FULL SUPPORT" software version to resolve issues/problems.

Supported Software Packages Last Update: February 16th, 2009

FULL SUPPORT	LIMITED SUPPORT
<p><u>Operating Systems</u> Microsoft Windows® XP Apple® OS, X.x Microsoft Windows® Server 2003/2008 (OIT managed servers only)</p> <p><u>Office Suites</u> Microsoft Office® 2007, 2003 (Windows) Microsoft Office® 2004 (Apple OS)</p> <p><u>Anti-Virus Software</u> Microsoft ForeFront</p> <p><u>Internet Browsers</u> Microsoft® Internet Explorer v6.x and above Mozilla® Firefox v2.x and above (Apple OS, Windows)</p> <p><u>Email Software</u> Outlook 2007 Campus Pipeline (iPlanet) v5.1 and above</p> <p><u>Other Software</u> Microsoft® SharePoint Designer GoToAssist GoToMeeting Heat TurnItin Respondus StudyMate Micrograde (WEC only) Contribute AutoCAD 2007 SkillsTutor Schoolvue Labtrac/Tutortrac</p>	<p>Microsoft Office® XP (Windows) Microsoft Office® 2001, X(Apple OS)</p> <p>Safari (Apple OS version only)</p> <p>Faronics® Deep Freeze Enterprise Edition Symantec Ghost</p>
<p>Notes:</p> <p>1. This table will be reviewed and updated regularly.</p> <p>2. When combined with non-supported software applications the above software packages may not function as intended. The College will attempt to provide support for such configurations on a limited basis. Support for all other software applications will be the primary responsibility of the department that purchased the software unless an agreement has been made with the Office of Information Technology for centralized support.</p>	

X. Required Software Applications

Certain software applications are required to be installed and operating on all college-owned computers and file servers unless permission has been received from the Office of Information Technology to remove or disable these applications. The required software applications are:

1. Anti-Virus Software (Microsoft ForeFront or approved alternative)

It is a violation of college policy to remove, disable, or tamper with the above software systems on any college-owned computer unless prior permission has been granted.