Technology Standardization Policy

I. Purpose:
At any point in time, Wilkes benefits from maintaining within reason a standard portfolio of hardware and software. By doing so Wilkes achieves the benefits of lowering unit, operations, support training, and maintenance costs.

II. Applicability:
This policy applies to all Wilkes computing and network-related resources, whether located on the campus or in remote locations or facilities. These resources include but are not necessarily limited to:

- Desktop CPUs & monitors
- Laptops & notebooks
- PDAs
- Peripheral equipment (e.g. printers, scanners, etc.)
- Projection units
- Smartboards
- Software

III. Policy:
Use of non-standard technology components is not prohibited. However, such use should be minimized as much as reasonably possible. The use of non-standard technology components must be justified by the existence of special circumstances. Also, the requester of a non-standard technology component must document the source of support for the component before it will be purchased.

IT Services will publish a list of standard software which it supports on the help tab of MyWilkes.
Standard Office Productivity/Instructional Software

When a software package is defined as a standard for the campus, that definition is typically supported in terms of:
- provision of a site license or volume purchase agreement for the package
- help desk or call-center support for the package

Standards for office productivity and/or instructional software are evaluated once a year by the Information Technology Committee (ITC).

Non-Standard Office Productivity/Instructional Software

If a package is not identified as a current standard, it is considered to be non-standard. Requests for non-standard software must be approved by the Dean or department head and CIO of IT Services.

Non-standard software will not be supported by IT Services. Before using non-standard software, the requester must describe the source of support for the software being requested and the provisions for their ongoing support.

Enterprise-wide Applications

Enterprise-wide application software is software that is distributed or used across multiple campus constituencies. Examples of application software include Banner, MS Office and other similar products. When an application software package is considered for purchase, it must be evaluated in terms of its fit with the campus environment (operating hardware requirements, database management system, operating system requirements, Web environment requirements), and the support requirements associated with the package. Application software will be evaluated based on the nature of the application, its usage base, and its criticality to the mission of the department or Wilkes as a whole.

All application software packages must be evaluated by IT Services and approved by ITC before purchase. In most cases, a Dean, Vice President and/or Director of Purchasing will participate in a bid process, based on the proposed cost of the package. Before an application software package is purchased, agreement must be reached between the purchaser and IT Services in regard to the operating environment of and support for the application. In any event, all software purchases must comply with the University’s fiscal restrictions and budgeting process.
Hardware Standards

Standards have been defined for workstation hardware and peripherals, audio-visual equipment, and servers. These standards are re-evaluated twice a year based on common needs, vendor offerings, cost, reliability, supportability, and quality and timeliness of vendor support.

Non-Standard Hardware

If a hardware component is not identified as a current standard, it is considered to be non-standard. Requests for non-standard hardware must be approved by the dean or department head and CIO of IT Services.

Non-standard hardware will not be supported by IT Services. Before acquiring non-standard hardware, the purchaser must describe the source of support for the hardware being requested.

IV. Responsibilities:

IT Services will, on an annual basis, review Wilkes' standard technology components list with ITC.

IT Services will disseminate approved campus standards to the campus community via its Website.

Parties requesting non-standard components must provide the appropriate justification, describe the source of support, and obtain the required approvals.

V. Request Process for non-Standard Components

Requests should be made by calling the help desk.