



Technology Standardization Policy

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I. Purpose

Standardization is a key component of creating an efficient, cost-effective IT support structure. By standardizing hardware and software, Wilkes achieves a range of cost savings in purchasing, operations, support, training, and maintenance of technology. Information Technology Services (ITS) staff support over 2000 computers on campus, along with hundreds of printers, phones, cellular devices, servers, and other pieces of hardware along with a wide portfolio of software programs. Standardization allows ITS to provide service in a timely and effective manner.

II. Applicability

This policy applies to all University computing resources including, but not limited to: computers, monitors, printers, office phones, cell phones, Audio/Visual equipment, and software of all types.

III. Definition of “Best Effort” Support

ITS strives to provide the highest level of support for all technology and resources. That means exhausting all possible resources to fix a hardware or software issue. Standardization allows ITS staff to familiarize themselves with select hardware and software configurations and obtain the training and skills necessary to support these standardized products. It also allows ITS to request vendor service much faster based on established support lines and contracts.

In the case of non-standard software or hardware (as defined in this policy), ITS reserves the right to provide only “best effort” support. This entails diagnosing the issue and providing a timely solution if possible. If ITS determines that the cost of the solution is too high, time consuming, or beyond the resources of ITS support, they may deny further service on that issue. In these cases, the individual or department may have to seek external assistance (with ITS approval) funded by their department.

IV. Policy

ITS strives to provide the best service possible while keeping the University’s technology costs manageable within the constraints of the budget. Working with the University community and the Information Technology Committee, ITS will set standards for hardware and software on campus. Those standards may change from year to year as campus needs and security risks change and emerge. The purchase of all hardware and software is subject to the Technology Purchasing Policy.

Hardware Standards

ITS will evaluate campus needs each year to determine a standard set of computers for next year’s lifecycle deployment (See Computer Lifecycle Deployment Policy for more information). These computers will come from specified vendors (currently Dell and Apple) that allow Wilkes to minimize purchasing and support costs. Similarly, ITS will identify vendors and models for peripherals, phones, printers, and other technology equipment that is widespread on campus.

Software Standards

ITS will determine which software packages and versions are considered standards for the University in consultation with the campus community, Information Technology Committee, and specific academic departments. This typically involves the provision of a site license, volume purchase agreement, or individual licenses for the software maintained by ITS.

Non-Standard Hardware/Software

If a piece of hardware or software is not identified by ITS as a current standard it is considered to be non-standard. Requests for non-standard technology are still subject to the Technology Purchasing Policy and require the approval of a department head or dean and an ITS director (or above).

ITS will determine the level of support for this hardware after approval is complete. ITS may provide full support, “best effort” support (as defined in Section III of this policy), or require the department to purchase external support for the technology.

V. **Responsibility**

ITS will, on an annual basis, review all hardware and software standards and discuss them with the Information Technology Committee.

ITS will publish a list of supported software and standard hardware models on its website: <http://www.wilkes.edu/its>

ITS will maintain an inventory of all standard and non-standard software and associated licenses.

Individuals or departments requesting non-standard technology must provide the appropriate justification, secure support, and obtain the required approvals.