ITS Enterprise Support Standard on Purchase and Support of Computers, Related Technology, and Software

FAQ’s:

1. Who does this Standard pertain to?
   This standard pertains to all computers that are supported and maintained by ITS Enterprise Support.

2. Why is it important for me to adhere to this standard?
   To reduce overall operating costs to the institute, ITS and Procurement work diligently to ensure that you’re provided with the most cost effective solution for your computer needs. Negotiations with various vendors are made on an ongoing basis to provide you with enterprise level computers that meet the needs of RIT faculty and staff and adhere to all Desktop Support Standards set by the Information Security Office. A lot of time and effort goes into the designing and maintenance of our computer systems. Systems outside of the recommended models incur additional costs to the institute due to the nature of resources required to support them.

3. I have a legitimate need to purchase a model outside of the standard. What is the exception process?
   Support for purchases of hardware or technologies that vary from the approved lists will be at the discretion of ITS and must be approved by the Chief Information Officer (CIO). An additional exception request to the Information Security Office may be required depending on the circumstances. It should be noted that systems outside of the ITS standards may receive degraded support. An exception form can be found on the ITS website at

4. My division/department currently has several systems that fall under the non-standard category and we have a limited budget for computer purchases. Was that considered during the design of this standard?
   Yes, computer funding was certainly a consideration, as was many other factors. To help account for this, we’ve established a grandfather clause that is in effect for all hardware purchased from November 15, 2011 to November 15, 2013. On November 1, 2015, this grandfather clause will expire and these items will no longer be supported without an exception.