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

Overview:
ITS Enterprise Support (ES) provides managed desktop support services for colleges and divisions. As part of our ongoing efforts to improve customer service and operational efficiency, we are implementing updated software and hardware standards. This standard provides improved capabilities to effectively deploy applications, updates and patches, as well as detect problems. It will enable ES to continue to improve the quality, timeliness and accuracy of support to our customers. This standard pertains to all ITS managed hardware and software and will be reviewed on a continual basis.

1. General Principles
   a. Effective February 14th, 2014, this standard applies to the purchase and support of all computer-related technology for all departments, divisions and colleges that receive ITS support, including all colleges, divisions, departments, centers, research laboratories, and other entities. A grandfather clause will be in effect for all hardware purchased from February 14, 2012 to February 14, 2014. On February, 2016, this grandfather clause will expire.
   
   b. All computers, related technology (including all peripherals), and software licenses purchased using Rochester Institute of Technology (RIT) funds, including startup, operating, discretionary1, and grant funds, in the areas supported by ITS, are the property of RIT and must be configured by ITS staff to comply with all RIT computer, information, and security policies2, and added to inventory as appropriate.
   
   c. ITS can assist in advising, consulting, and making recommendations on purchases. However, ITS does not approve expenditure of funds. For help in choosing a desktop or laptop model that best meets your needs, please see our purchasing guidelines3.

2. Supported Technology
   a. ITS will support only RIT approved models3 of hardware with approved system configurations, which include warranty support.
   
   b. For a list of currently approved applications please visit our website.4 Support for non-standard applications is at the discretion of ITS.
      i. For a Campus Agreement Microsoft Windows license to be in compliance an existing OEM license of Microsoft Windows must be bundled with the original system purchase or a full retail license of Microsoft Windows must be purchased.
   
   c. Hardware out of warranty will be given best effort support.

3. Exceptions
   a. Support for purchases of hardware or technologies that vary from the standard will be at the discretion of ITS and must be approved by the Chief Information Officer (CIO). The request will require a college Dean or divisional VP approval. A separate request to the Information Security Office may also be required.

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1 http://finweb.rit.edu/controller/payable/discretionary_expenditures.html
2 http://security.rit.edu/standards/
3 http://www.rit.edu/its/services/buying_guidelines
4 http://www.rit.edu/its/services/buying_guidelines/software.html

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