

TEXAS WOMAN'S UNIVERSITY COMPUTER HARDWARE AND SOFTWARE STANDARDS

Why have standards?

In today's networked environment, the ability to easily share information is crucial. Central to information sharing is the software environment, particularly software used for word processing, spreadsheets, databases, network browsing, and electronic mail. Developing a campus-wide computing infrastructure, based on hardware and software standards, greatly improves information sharing between components. Standards will also facilitate exchange of information and documents with other State agencies and other institutions.

Hardware standards are based on the current technology available combined with the current needs of end-users. The primary considerations for each hardware configuration are:

- ease of connectivity to the campus network
- ease of connectivity to external systems and compliance with Statewide standards
- consistent performance of all integrated components on the network
- successful in-house experience with the chosen product and configuration
- serviceability by external hardware repair providers
- maximum period of machine functionality

The advantages of campus-wide software standards are:

- Improved Data Sharing
 - consistency of file formats provides for optimal file sharing capabilities between individuals, departments and agencies
 - identical resources on each desktop (faculty/staff offices, classrooms and computer labs) provide ease of transferability and a consistent tool-set for all users
 - sharing of data between applications (word processors, spreadsheets, databases) is seamless
- Simplified Budgeting and Purchasing
 - relieves a department from the time consuming tasks of choosing a product, tracking down the best price and product availability, and generating the proper purchase orders to place and order for the product
 - significant savings achieved through site licenses or quantity discounts
- Improved Support
 - IS support staff can focus on depth of application knowledge rather than breadth of numerous applications
 - product expertise means questions can be answered more quickly and efficiently
 - software installations for new computers become invisible to the end-users by making it part of the initial hardware installation
 - installations become routine, rather than a specialized process for each individual, resulting in time savings

- installations and upgrades are made available to all users via the campus network and automated for consistency
- upgrades can be tested and documented prior to campus-wide deployment to reduce potential incompatibilities and problems
- Improved Training
 - Instructional Support Services training teams focus on developing campus wide training opportunities and workshops for different levels of user proficiency (introductory, intermediate, advanced)
 - computer-based training (CBT) courses focus on selected software packages

Who reviews the standards?

Information Services management team periodically reviews and revises hardware and software standards based on emerging desktop technologies and software development. Recommendations for changes are often derived from academic and administrative initiatives and may occur due to changing technologies, licensing agreements or administrative mandates.

Who approves the standards?

Revisions to standards recommended by the IS management team are reviewed by Vice President for Information Services for application and budget considerations. VP/IS will seek approval from the VP Council prior to release of the new standards.

Do the standards apply only to systems purchased with State funds?

Standards apply to any system purchased by the University regardless of the funding source. Most systems are purchased directly by IS and distributed to faculty and staff through a four year equipment replacement plan. However, because information sharing and network compatibility are essential, the standards apply to grants, gifts, auxiliary and other local funding sources as well.

Who pays for systems and support?

Systems, software and support for state funded manpower positions are budgeted through IS. Each fiscal year IS provides administrative computers systems to support the replacement plan. Support services for non-state funded positions and equipment purchased through departmental funds (state, grant, gift, auxiliary, and other local funds) are the responsibility of the purchasing department.

How does IS work with support positions funded from outside IS such as grant and auxiliary funded positions?

Support Specialists, System Engineers, System Analysts and other IS defined positions may be funded on a case-by-case basis when special funding has been identified to specifically support a project or auxiliary function. These positions are required to comply with the same security and risk management procedures, training programs and hardware and software standards as IS funded positions. IS must approve server specifications and configurations and maintains the configuration and access to network services.

What are the hardware standards?

Hardware standards are subject to change at any time and are dependent on the prevailing industry standards for non-consumer based platforms. Systems are considered unsupported that are more than five years old and may no longer be attached to the University network unless a waiver is obtained from IS. Systems less than five years old that were not purchased through IS may be deemed as unsupported if the system fails to meet the prevailing hardware standards of the year in which the system was purchased.

What are the software standards?

There are four levels of software support:

- Fully supported. IS installs the software, troubleshoots software problems and provides training (individual assistance, group classes, or CBT courses).
- Installation only. The department is responsible for retaining vendor provided software support to troubleshoot and provided documentation and training. A number of specialized educational software packages used for instructional purposes fall into this category. Instructors are responsible for support after installation, although computer lab consultants may be able to offer some assistance if needed.
- Not supported. Software is not supported that is considered to be obsolete, shareware such as screen savers or software for which the desktop workstation is not sufficient to allow the software to run properly. Software in this category is determined on a case-by-case basis.

Supported Hardware, Software and Peripherals:

Computer Hardware and Network Printer Standards

New PC Standards	Minimum	Notes
<i>Dell Optiplex or Gateway E-Series</i>		
Operating System	Windows XP Pro	ITS can upgrade Home Edition to Pro
CPU	Pentium 4	
CPU Speed	2.5Ghz	Hyper Threading is highly suggested
RAM	512MB	
Non-Removable Storage	20GB	
Removable Storage	Zip Drive	Optional
	Floppy Drive	Optional
	USB Thumb Drive	Optional (preferred)
Network Interface Card	10/100/1000 Mb	
Graphics	32MB	
Sound	16-bit	Optional

Existing Personal Computer (PC) Standards

PC Standards	Minimum	Notes
Operating System	Windows 2000	
CPU	Pentium 3	
CPU Speed	500Mhz	
RAM	128MB	
Non-Removable Storage	10GB	
Removable Storage	Zip Drive	Optional
	Floppy Drive	Optional
	USB Thumb Drive	Optional (preferred)
Network Interface Card	10/100/1000 Mb	
Graphics	32MB	
Sound	16-bit	Optional

New and Existing Macintosh Computers

MAC Standards	Minimum	Notes
Operating System	OS 9.x	OS 10.x preferred
CPU	G4	
CPU Speed	800Mhz	1Ghz if New
RAM	128MB	512MB if New
Non-Removable Storage	10GB	20GB if New
Removable Storage	Zip Drive	Optional
	Floppy Drive	Optional
	USB Thumb Drive	Optional (preferred)
Network Interface Card	10/100/1000 Mb	
Graphics	32MB	
Sound	16-bit	Optional

Network Printers

Printer Model	Notes
Hewlett Packard 4200n	(<i>Black & White</i>) Must have 3yr Warranty added
Hewlett Packard 4650n	(<i>Color</i>) Must have 3yr Warranty added

Supported Software for Staff and Faculty

Application	Vendor	Version
Office Suite (PC)	Microsoft Office (<i>Word, Excel, Access, Power Point</i>)	2000, XP, 2003
Office Suite (MAC)	Microsoft Office (<i>Word, Excel, Access, Power Point</i>)	2001, v. X, 2004
Data Analysis	SPSS	11, 11.5, 12
Anti-Virus	Symantec Anti-Virus	Corporate Edition
PDF Reader	Acrobat Reader	4.x, 5.x, 6.x
Terminal Emulation	Reflections (RHEA)	8.x
CD/DVD Media Creation	Roxio EZ CD Creator	Latest
Web Browser plug-in (<i>Phoenix</i>)	Java	1.4.2
Email Client (PC)	Microsoft Outlook	2000, XP, 2003
Email Client (MAC)	Microsoft Outlook & Entourage	2001, 2001, v. X

I.T.S. Installed Software for Public Labs

Application	Vendor	Version
Office Suite	Microsoft Office (<i>Word, Excel, Access, Power Point</i>)	2003
Data Analysis	SPSS	12
Media Viewer	Irfanview	Latest
Media Viewer	QuickTime	Latest
Programming	Sun-NetBeans Java & IDE	Latest
Anti-Virus	Symantec Antivirus	Corporate Edition
Terminal Emulation	Reflections (Venus)	8
PDF Reader	Acrobat Reader	6.x

Labs with additional software

MCL 411	SLRC	BHL 115	Music	GRB
Understanding Math	Dept. Software	CPA Access	<i>Mac/Windows</i> Dept. Software	<i>Mac/Windows</i> Dept. Software

Megalab	MCL 309	MCL 315	ASB 105
Reserve	MatLab	Sun Lab	Nutritionist Pro
Nutritionist Pro	VAB Infinity	Solaris 9	Computrition
Computrition	SAS	SUN Java IDE	NDSR
NDSR	Geo. SketchPad	Open Office	Diet Analysis Plus
DietAnalysis Plus			
Understanding Math			
Maple V			
SAS			
MatLab			