PROVISION AND SUPPORT OF INFORMATION TECHNOLOGY RESOURCES

OBJECTIVE:

Southwestern College Computing Equipment and Support

Southwestern College, through the IT department, provides all necessary computing equipment for the purpose of accomplishing the business of the institution.

Technology is a wide and constantly changing field and as a consequence of that, we regretfully CANNOT support or provide every possible hardware and software in the marketplace. We have to strategically make decisions on items we support and what we cannot help with. This does not preclude us from making a different decision in the future as the industry changes.

Our current platform of choice is the Microsoft Windows operating system, running on personal computers in the physical form of a laptop or a desktop.   Each of these are provided and paid for by the IT department based on a "renewal program" and designed to maximize the lifespan and lower the total cost of ownership for Southwestern College. Here is some additional information about each form factor.

POLICY:

Laptops:
1) IT does not provide secondary monitors.   Each department may choose to pay for secondary monitors if they so desire. IT will purchase and install and support them.

2) IT will supply an USB external mouse and an USB external keyboard if requested. Each department may choose to pay for wireless mouse and keyboards if they so desire. IT will purchase and install and support them.

3) IT does not provide docking stations for the laptops. Each department may choose to pay for the docking stations if they so desire. IT will purchase and install and support them.

4) IT does not provide a second power supply/converter cord for the laptops. Each department may choose to pay for the power supply/converter if they so desire. IT will purchase and install and support them.

Desktops:
1) IT does not provide secondary monitors.   Each department may choose to pay for secondary monitors if they so desire. IT will purchase and install and support them.

2) IT will supply an USB external mouse and an USB external keyboard if requested. Each department may choose to pay for wireless mouse and keyboards if they so desire. IT will purchase and install and support them.

Other devices not supplied include:
1) External Speakers
2) Headset/microphone
3) USB 10-key
4) External hard drive
5) USB or external Web camera
6) Firewire devices
7) Converter or adapter devices

Each department may choose to pay for any of these items if they so desire. IT will purchase and install and support them. Purchasing through IT will ensure that the items are compatible with our standards. It will not be supported otherwise.

REMINDER, IT <u>will not</u> replace defective/out-dated equipment acquired in such a manner nor will they be refreshed during our standard rotation of obsolete equipment.

In addition to providing technology for business/office use, IT also provides equipment and support for other types of environment, particularly classrooms and labs. Here are some items of technology which IT provides.

<u>Classrooms:</u>
IT provides within every classroom one standard projector screen, one projector and one set of speakers. IT also provides all the connections necessary to route the sound and image from our supported laptops and desktops to the projectors and ensure proper projections on the screens. These equipment will be repaired or replace at IT cost.

We no longer provide VHS/Betamax/CD/DVD player or TV. Any currently available equipment will not be replaced by IT. We will be glad to help convert the content to DVD so that it will play in our supported laptops.

Any additional equipment required by the Academic department will need to be paid for from the departmental budget. In addition, consultation with IT is required to ensure compatibility within our environment. Any additional equipment purchased will be supported only as far as making sure it is connected and installed per vendor instructions. Support for that equipment can be purchased from the manufacturer or vendor by the department. All replacement or fixes will need to be done by the vendor at departmental cost.

Some classrooms are provided with flat screen TVs and Polycom units. These are paid for and supported by IT. They will be fixed and/or replaced by IT. These rooms are designed for tele-presence . Any additional rooms that require this capability will need full approval from the Academic Dean and the VP for IT.

<u>Labs:</u>
Each lab situation is different. However, the labs are designed and implemented accordingly, with collaboration and direction from each department to support the needs for specific academic needs. Support for each lab is different based on the agreements with each department/division.

<u>Equipment available for check outs:</u>
1) Projectors
2) Portable Projector screens
3) Speakers
4) Laptops
5) Desktops
6) WACOM Tablet
7) Web cams
8) Document Imager
9) Digital Cameras

The list changes as we obtain or obsolete out equipment. Just call x6444 and ask about a need.