



BISHOP'S UNIVERSITY

PERSONAL COMPUTING HARDWARE & SOFTWARE PURCHASING AND SUPPORT POLICY

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1.0 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines and information regarding the purchasing and support of Bishop's personal computing hardware and software assets. This includes computers such as desktops, laptops, tablets as well as printers, other devices, and all software targeted to end users. Its scope covers purchases funded by any Bishop's department budget, Professional Development Fund ("PDF") or research grant. The fast-paced evolution of technology, combined to the relatively short lifetime duration of these IT components (about 3 to 5 years), make it important to manage the asset purchases and to be able to refresh/upgrade them on a periodic basis. Information Technology Services ("ITS") must also be provided with the possibility of configuring, updating and supporting them with efficiency, thus maximizing customer service.

Due to the wide diversity of IT components available on the market, the manageability and the level of support which could be reached inside any organization greatly rely on the identification and purchasing of standard components across the University.

This document presents the underlying principles behind Bishop's standards, the definition of the four distinct levels of support which are provided by ITS and additional information for each type of IT components (desktop, laptop, tablet, printer, software and other). Current standards and policy regarding the purchasing of these types of assets are also detailed.

All assets purchased using University funds, PDF or research grants are the property of the University. As such, they must be tracked in the Bishop's inventory system. When an employee leaves the University, the equipment must be returned to the ITS department. Employees must contact ITS before disposing of any equipment.

2.0 UNDERLYING PRINCIPLES BEHIND THE REQUIREMENT OF STANDARDS

When referring to computers, a "standard" is a combination of a "type of computer" (such as a Lenovo desktop model xyz) and the "operating system" (such as MS Windows 7 Professional Edition) running on it. In this document, the expression "standard configuration" is used to refer to Bishop's standards for computers.

After each purchase of a Bishop's computer, ITS proceeds with the configuration (email account, departmental drive, Wizabu wireless, etc.) and the installation of all the standard software (Bishop's Windows licence, MS Office, SPSS, Anti-Virus, etc.) to have the computer fully ready before delivering it to the end user. With most Bishop's standard configurations, this preparation process is fast (about 15 minutes) and easy because it is completed through a simple standard pre-tested "image" copy onto the new computer.

This possibility of using an "image copy" to quickly prepare and configure computers requires computer models identified as "corporate grade" which are different than the cheaper versions available in popular retail stores such as Futureshop. Store bought computers also come with a low cost MS Windows Home Edition which Bishop's cannot upgrade using the Bishop's campus-wide licence. In the end, the cost of purchasing a cheaper computer at a retail store is higher than buying a "corporate" model. The Bishop's policy is therefore intended to manage the purchasing of "corporate grade" computers.

In addition, the following elements are important underlying principles considered in the selection of standard configurations for Bishop's IT components described in the following sections of this document:

- Users' needs collected on a continual basis through their interaction with ITS.
- Existing IT assets currently in use by Bishop's end users.
- Evolution trends observed in the market and higher education sector.
- Government regulations regarding purchasing in the public sector. Bishop's is a member of buying groups with other publicly funded institutions for most IT purchasing - making it mandatory to purchase through the buying group.
- Preservation of Bishop's ability to evolve in a way which is as smooth and seamless as possible for the end users, and, the ability for ITS to provide a good level of support.

3.0 LEVEL OF SUPPORT PROVIDED BY ITS FOR DESKTOP AND LAPTOP COMPUTERS

There are four distinct levels of support that ITS can provide to end users, depending on the specific configuration of the users' desktop or laptop computers. It is simpler and more efficient for ITS to provide "full support" to standard configurations than to provide a reduced level of support ("limited support", "barely supported" or "not supported" (actually best possible effort)) to non standard configurations because ITS has tools and expertise to automate their initial configurations and facilitate their support.

Full Support (also called managed computers):

- Includes all features listed in the "Limited Support" section below.
- Default access to the Bishop's network is enabled and access to shared drives is pre-defined.
- After proper validation by ITS, the computer will also be updated automatically with:
 - new operating system patches to prevent security issues.
 - new anti-virus files to prevent infections.
 - software updates when required to fix existing bugs.
 - configurations to adapt to the Bishop's environment when required.

Limited support:

- ITS buys the computer and pre-installs the Bishop's standard configurations and software (listed in appendix B) before delivery to the end user.
- ITS proceeds with required actions if problems happen while covered by the warranty.

Barely supported:

- ITS buys the computer and delivers it to end user.
- ITS proceeds with required actions if problems happen while covered by the warranty.
- ITS can be involved in the initial configuration and software installations but an installation fee will be charged to the end user since it has to be done manually with a significant effort. Also, if subsequent troubleshooting, outside of ITS regular scope with Bishop's standard configurations, is required, there might be applicable charges.

Not supported (actually "Best Possible Effort"):

- A "not supported" tag means that ITS cannot be involved in the preparation, software installation, and support for one of these reasons:
 - it is a computer running the Linux operating system;
 - it is a device not commonly used inside the Bishop's community, so ITS Client Services does not have or cannot maintain the necessary expertise.
- In such cases, ITS client services will provide the best help possible to the user, but what can be done is very restricted when compared to the service offered when the support level is "Full" or "Limited".

4.0 DESKTOP COMPUTERS (INCLUDING MONITORS)

4.1 PROVIDED BY BISHOP'S

Bishop's provides a desktop computer to its employees who need one for their regular work. ITS is responsible for the acquisition, the safeguard, the support, the maintenance and the replacement of these computers within its budget.

The "Desktop Personal Computer Configuration - Standard" is a Windows based desktop computer which Bishop's can buy according to its current public purchasing contract. This configuration has "Full Support Level" from ITS. The exact specification of this "Desktop Personal Computer Configuration - Standard" is detailed in section 1 (campus standard) of Appendix A.

There are two exceptions to this standard:

The fields of Drama, Music and Fine Arts rely mostly on Mac OS computers, and as such, Faculty from these departments may be provided with an Apple desktop computer running Mac OS if special software only available on this platform is required.

The field of Computer Science includes development targeted to Apple platform as well as Windows and Linux platforms, as such, Faculty from this department may be provided with an Apple desktop computer which can be configured for dual boot mode (Windows & Mac OS) if required for teaching.

These non-standard configurations have "Limited Support Level" from ITS. The exact specification of these configurations is detailed in section 1 of Appendix A.

4.2 PURCHASES THROUGH FACULTY'S PDF OR RESEARCH FUNDS

Where appropriate (see the Business Office's PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY for details), Faculty may also purchase desktop personal computers and/or monitors with their PDF or research funds.

To benefit from the "Full Support level" from ITS, the purchase must be the "Desktop Personal Computer Standard Configuration" identified in section 1 of Appendix A.

However, to accommodate Faculty having exceptional requirements, it is also possible to buy other configurations listed as "compliant hardware" in Appendix C.

All purchases must be done through ITS using the purchase requisition form available on-line on ITS Web Site at www.ubishops.ca/its/request-forms.html.

In accordance with PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY an employee cannot purchase more than one desktop computer and/or monitor every three (3) years (unless required for research and therefore approved by a research agency). All desktop computers and monitors no longer needed must be returned to ITS (even if no longer in working condition – for disposal and removal from the inventory).

5.0 LAPTOP COMPUTERS

Bishop's does not generally provide a laptop computer to its employees. All Bishop's employees can reserve and borrow a laptop from ITS Client Services for a short period (up to a few days) to attend a conference or meetings for example.

Also, as presented in the following point, Faculty may buy a laptop with their PDF or Research funds, and non-faculty employees can have one instead of a desktop if the nature of their job requires it.

The standard configuration is a Windows based laptop computer with a wide screen which Bishop's can buy according to its current public purchasing contract. This configuration gets "Full Support Level" from ITS and complete details are available in section 2 (campus standard) of Appendix A.

5.1 PURCHASES THROUGH FACULTY'S PDF OR RESEARCH FUNDS

Where appropriate (see the Business Office's PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY for details), Faculty may purchase laptop personal computers with their PDF or research funds.

To benefit from the "Full Support level" from ITS, it is required to purchase the standard configuration detailed in section 2 of Appendix A.

However, to accommodate Faculty having exceptional requirements, it is also possible to buy other configurations listed as "compliant hardware" in Appendix C.

All purchases must be done through ITS using the purchase requisition form available on-line on ITS Web Site at www.ubishops.ca/its/request-forms.html.

In accordance with PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY an employee cannot purchase more than one laptop computer every three (3) years (unless required for research and therefore approved by a research agency). All laptop computers no longer needed must be returned to ITS (even if no longer in working condition – for disposal and removal from inventory).

5.2 LAPTOP PROVIDED BY BISHOP'S (ITS BUDGET) TO NON-FACULTY EMPLOYEES

All Bishop's employees can reserve and borrow a laptop from ITS Client Services for a short period of time to attend a conference or meeting, work away from their office.

However, the nature of the work of some employees may require them to attend conferences or meetings, or to work outside of their office on a regular basis, making it necessary for them to have a dedicated laptop instead of a desktop computer.

The decision to provide a laptop to an employee must be approved by the Department Manager or Dean and then validated by the ITS Client Services Manager who will, after verification, request the replacement of the employee's desktop by a laptop. However, because the total cost of ownership of a laptop is twice that of a desktop, the need to replace an old laptop may be reviewed by ITS with the Department Manager or Dean before proceeding.

6.0 TABLET COMPUTERS (i.e. iPad)

Since the launch of the iPad by Apple in 2010, the market for tablet computers is quickly expanding and new competing products appear on the market every few months. A tablet is a very attractive companion device to a main personal computer because it is a light-weight, book-size, instant-booting device capable of providing most commonly used functions (email, web surfing, reading documents and books, watching videos, looking at photos, listening to music, etc.) when working outside of the home or office, as long as a WIFI connection is available or the tablet is equipped with a 3G card (comes with a monthly fee).

Bishop's does not generally provide a tablet computer to its employees. However, all Bishop's employees can reserve and borrow an iPad from ITS Client Services for a short period to attend a conference or meetings.

Also, Faculty may purchase one through their PDF or Research funds (where applicable), and some non-faculty employees may require one to complement their desktop or laptop computer if the nature of their job requires it.

The standard configuration is an iPad from Apple. Being synchronized with a personal computer host through the "iTunes" software, brings the important benefit of being as effective when attached to a Windows computer as it is with an Apple computer. An iPad is similar in many respects to an iPhone except that the iPad has a bigger screen and the subscription to a 3G network data plan is optional. Setting the iPad as a Bishop's standard for tablet as well as the iPhone as the Bishop's standard for smartphone facilitates the support by ITS of these popular devices on the campus. ITS offers a "limited Support" level for iPads.

6.1 PURCHASES THROUGH FACULTY'S PDF OR RESEARCH FUNDS

Where appropriate (see the Business Office's PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY for details), Faculty may purchase tablet personal computers with their PDF or research funds.

To get support from ITS, the purchase must be the standard configuration detailed in section 3 of Appendix A.

All purchases must be done through ITS using the purchase requisition form available on-line on ITS Web Site at www.ubishops.ca/its/request-forms.html.

In accordance with PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY an employee cannot purchase more than one tablet computer every three (3) years (unless required for research and therefore approved by a research agency). All tablet computers no longer needed must be returned to ITS (even if no longer in working condition – for disposal and removal from inventory).

6.2 TABLET COMPUTERS PROVIDED BY BISHOP'S TO NON-FACULTY EMPLOYEES

All Bishop's employees can reserve and borrow an iPad from ITS Client Services for a short period to attend a conference or meetings.

However, for some employees, especially those:

- involved in frequent and regular meetings or events off-campus where it is often necessary to do on-the-spot, one-on-one presentations of materials (videos, photos, documents) to promote Bishop's;
- frequently attending off-campus meetings where documents are provided electronically;

it may be appropriate to evaluate the benefits of providing an iPad.

The decision to purchase an iPad must be approved by the Department Manager or Dean and then validated by the ITS Client Services Manager who will, after verification, proceed with the purchase and charge the employee's Department.

The following sample questions should guide the Department Manager or Dean when evaluating the need for an iPad:

- would it be a viable alternative to occasionally borrow an iPad from ITS Client-Services when needed?
- if a person already has an iPhone provided by Bishop's, what is the value of the only additional benefit of getting a bigger screen?
- if a person already has a laptop, what is the benefit justifying the addition of an iPad?
- would it be a viable alternative to occasionally borrow a NoteBook (mini-laptop with same functions as a Bishop's computer) available from ITS Client Services?

7.0 PRINTERS

In order to reduce the printing cost as well as printing's associated impact on the environment, Bishop's promotes the sharing of printers and also enables all its photocopiers to support printing by end users in a direct mode like a printer. Photocopiers are more environmentally savvy and print at less than one third of the cost compared to printers.

Given this context, Bishop's does not generally provide a personal printer to its employees since all Bishop's printers and photocopiers are linked to the network, and can be used for printing once the printer driver has been installed on the computer. If you need any assistance to locate the closest printing device to your office or if you need any assistance to install the appropriate printer driver, do not hesitate to contact the Helpdesk at "helpdesk@ubishops.ca" or ext. 2273.

However, if appropriate, Faculty may buy a printer with their PDF or Research funds, and some non-faculty employees may have one if the nature of their job requires it.

7.1 PURCHASES THROUGH FACULTY'S PDF OR RESEARCH FUNDS

Where appropriate (see the Business Office's PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY for details), Faculty may purchase a personal printer with their PDF or research funds.

In such cases, the personal printer has to be connected directly to the user's computer and will not be available on the network. At this time, the paper is provided without cost by the Print Shop, but the user must purchase ink or toner cartridges with their PDF or Research Funds.

It is recommended to visit ITS prior to the purchase to determine what the needs are. For house-quality printers, faculty members can purchase a printer of their choice (up to \$300 at a retail store such as Future Shop). For office-quality printers, faculty members need to purchase one of the standard models offered through ITS. Purchase requisition must be sent to ITS using the purchase requisition form available on-line on ITS Web Site at www.ubishops.ca/its/request-forms.html.

In accordance with PROFESSIONAL DEVELOPMENT REIMBURSEMENT POLICY an employee cannot purchase more than one personal printer every three (3) years (unless required for research and therefore approved by a research agency). All personal printers no longer needed must be returned to ITS (even if no longer in working condition – for disposal and removal from inventory).

7.2 PERSONAL PRINTERS PROVIDED BY BISHOP'S (ITS BUDGET) TO SOME NON-FACULTY EMPLOYEES

The nature of the work of some employees may require them to have access to a personal printer located in their individual office.

The decision to provide a personal printer to an employee must be approved by the Department Manager or Dean and then validated by the ITS Client Services Manager who will, after verification, request the installation of a personal printer in the employee's office.

This printer will be installed on the network and the charges will be automatically applied to the employee's department like any other printing done by this employee on a different Bishop's network printer. It is important to note that it is always a lot cheaper to print on a photocopier than on a printer. The need to replace an old printer will be reviewed by ITS with the Department Manager or Dean before proceeding.

8.0 SOFTWARE

The ITS budget covers the procurement of campus wide software licenses which are required to be deployed on the Bishop's personal computers "standard configurations" (see Appendix B for details). As presented hereafter, these software packages are pre-installed by ITS on "standard configurations" computers and, in certain conditions, ITS may also, for a nominal cost, install them on "non standard configurations" computers, and in some cases, on home computers as follow.

8.1 SOFTWARE PRE-INSTALLED ON "STANDARD CONFIGURATIONS" BISHOP'S OWNED COMPUTERS.

For these computers, ITS purchases and installs all Bishop's standard software (listed in Appendix B) before delivery to the end user.

ITS can also proceed to the installation of other software on these computers.

8.2 SOFTWARE INSTALLATION ON "NON STANDARD CONFIGURATIONS" BISHOP'S OWNED COMPUTERS.

For these computers, which could have been purchased with a PDF or research fund, ITS can proceed with the installation of Bishop's software but, due to the fact that it has to be done manually, there is an installation fee charged (see Appendix B) to the faculty member.

8.3 SOFTWARE INSTALLATION ON BISHOP'S EMPLOYEES' HOME COMPUTER.

ITS has a campus agreement with Microsoft (called the "work at home license") which permits the installation of MS Office on one personal computer, which must be owned by a full-time faculty or staff member (not owned by the University). The software (available on a Windows or Apple platform) is offered at no charge, but the installation must be performed by ITS, for which there is an installation fee (see Appendix B).

SPSS is also available for faculty members, under a similar agreement and installation procedure.

McAfee VirusScan Enterprise (Windows version only) is also available for every Bishop's employee. It can be downloaded and installed directly by the end user. Please, visit "MyBU, Menu Services, Item My Free Software" to proceed with this installation.

8.4 IMPORTANT NOTICE ABOUT COPYRIGHT MATERIAL

Unauthorized use of copyrighted material can result in legal action, with the possibility of severe fines. ITS has purchased all software and pays all required annual licenses for software provided with standard desktop and laptop configurations.

For software installed directly by the end user or by ITS Helpdesk staff at the request of an end user providing a CD for the installation, it is the responsibility of the end user to make sure that the required usage rights for the software to be installed has been paid.

9.0 OTHER SOFTWARE OR HARDWARE DEVICES

Even if the ITS budget does not generally cover the purchase cost of personal computing devices or software outside of the scope of this policy, there may be situations where a specific non-standard component or software is required.

In such a case, please contact the ITS Client Services (helpdesk@ubishops.ca or ext. 2273) to let ITS evaluate how we can help you in the fulfilment of your needs.

Last update of this appendix: January 2013

This appendix lists standard configurations for purchases done through the ITS budget. For purchases made with PDF or Research Funds, please refer to appendix C which contains additional possibilities to accommodate Faculty members with exceptional requirements. The content of this appendix is subject to change on a regular basis.

1) Desktop Personal Computer Standard Configurations

Campus Standard

Hardware	:	Lenovo Thinkcenter Ultra Small Form Factor
Operating System	:	MS Windows 7 Professional Edition
Monitor	:	21.5"
Level of support	:	Full Support

Faculty of the Drama, Music and Fine Arts Departments

Since the fields of Drama, Music and Fine Arts rely mostly on Mac OS computers, the following configuration is also available as standard for Faculty from these departments if they need special software only available only on this platform.

Hardware	:	Apple iMac 21.5"
Operating System	:	Mac OS
Level of support	:	Limited Support

Faculty of the CSC Department

Since the field of Computer Science includes development targeted to Apple platform as well as Windows and Linux platforms, the following configuration is also available as standard for Faculty from this department if if they need it for teaching.

Hardware	:	Apple iMac 20"
Operating System	:	Dual boot (MS Windows 7 Professional Edition & Mac OS)
Level of support	:	Full Support on Windows side; Limited Support on Mac OS side)

Any other desktop configuration is either "Barely Supported" or "Not Supported" by ITS.

2) Laptop Personal Computer Standard Configurations

Campus Standard

Hardware	:	Lenovo ThinkPad 15" with a wired optical mouse and a carrying case if requested.
Operating System	:	MS Windows 7 Professional Edition
Level of support	:	Full Support

Faculty of the Drama, Music and Fine Arts Departments

Since the fields of Drama, Music and Fine Arts rely mostly on Mac OS computers, the following configuration is also available as standard for Faculty from these departments if they need special software only available only on this platform.

Hardware	:	Apple MacBook Pro 13"
Hardware	:	Mac OS
Level of support	:	Limited Support

Faculty of the CSC Department

Since the field of Computer Science includes development targeted to Apple platform as well as Windows and Linux platforms, the following configuration is also available as standard for Faculty from this department if if they need it for teaching.

Hardware	:	Apple MacBook Pro 13"
Operating System	:	Dual boot (MS Windows 7 Professional Edition & Mac OS)
Level of support	:	Full Support on Windows side; Limited Support on Mac OS side.

Any other laptop configuration is either "Barely Supported" or "Not Supported" by ITS.

3) Tablet Personal Computer Standard Configurations

Standard

Hardware	:	Apple iPad
Operating System	:	Mac iOS
Level of support	:	Limited Support

Any other tablet configuration is either "Barely Supported" or "Not Supported" by ITS.

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This appendix lists the software (installed by ITS) included in the standard configurations. The content of this appendix is subject to change on a regular basis.

1) Desktop OR Laptop Computer Standard Configurations

Campus Standard (based on MS Windows 7)

MS Windows 7 Professional Edition with Bishop's specific configuration
Bishop's configuration (wireless, printers, ...)
MS Office 2010
Mozilla Firefox
VLC Video Player
SPSS
Various Utilities (7zip, CutePDF, Adobe Reader, Flash, Shockwave, Quicktime, Java, etc.)

Faculty of the Drama Department (based on Mac OS)

Apple Mac OS
Bishop's configuration (wireless, printers, ...)
Apple iLife Software Package
MS Office 2011
Mozilla Firefox
VLC Video Player
Various Utilities (Flash, Java, etc.)

Faculty of the Music Department (based on Mac OS)

Same as Drama above

Faculty of the Fine Arts Department (based on Mac OS)

Same as Drama above

CSC Department (based on Dual boot Windows Side)

Same as MS Windows 7 Campus Standard above

CSC Department (based on Dual boot Mac OS Side)

Same as Drama above

2) Tablet Standard Configuration (iPad)

Standard software base as provided by Apple.

ITS will work with the client to ensure that all Bishop's services (wi-fi, mail, calendar) are configured properly on the device.

Note:

Installation of campus-licensed software on "not supported" computers or "home computers" (when a licence allows it) by ITS is possible but there is an installation fee of 20 \$ for each manual installation.

This appendix lists standard and non-standard configurations which can be purchased by Faculty members through their PDF or Research Funds. The content of this appendix is subject to change on a regular basis.

All purchases must be done through ITS using the purchase requisition form available on-line on ITS Web Site at www.ubishops.ca/its/request-forms.html.

Standard Configurations - Full Support by ITS

- Desktop Lenovo ThinkCenter M Series Ultra Small Form Factor 20" w/MS Windows 7
- Laptop Lenovo ThinkPad L Series 15" screen w/MS Windows 7
- Laptop Lenovo ThinkPad L Series 14" screen w/MS Windows 7
- Notebook Dell Latitude 10" screen (mini laptop) w/MS Windows 7

Standard Configurations - Limited Support by ITS

- Tablet Apple iPad (Wi-Fi) w/iOS
- Tablet Apple iPad (Wi-Fi and 4G compliant) w/iOS

Non Standard Exceptional Configurations

ITS capacity to maintain and support Apple OS computers is very limited, not scalable and we do not have all the same academic software campus licenses that we have for Windows. The configurations hereafter listed are targeted to the Faculties of Drama, Music, Fine Arts and Computer Science Department who require the use of software which are only available on the Apple OS platform. Outside of these targeted users, we strongly recommend the purchasing of one "fully supported" standard configuration listed above. These are a lot easier to support and to evolve and these are the ones ITS tests before introducing new software and systems and, there is no assurance that Apple computers will be fully compatible with Bishop's classroom technology. This situation gets a "Limited Support" from ITS.

However, to accommodate Faculty having exceptional requirements, it is also possible to purchase one of the Bishop's compliant computers listed below. In such situations, ITS will provide the best possible support (as we do with "not supported configurations") but there may be charges to the Faculty if ITS has to do manual set-up or installation which would be automated with Bishop's standard Windows configurations. Also, if subsequent troubleshooting is required, outside of ITS regular scope with Bishop's standard configurations, they might be applicable charges. Configurations under this situation are referred as "Barely Supported" by ITS.

- Desktop Apple iMac 21.5"w/Mac OS
- Laptop Apple Mac Book Pro 15" screen w/Mac OS
- Laptop Apple Mac Book Pro 13" screen w/Mac OS
- Laptop Apple Mac Book Air 13" screen w/Mac OS