Summary: This document describes the criteria that donated personal computers or Macintosh must adhere to be supported by ITS.

1.0 Purpose

Specify the criteria that donated personal computers (Wintel or Macintosh) must meet before ITS can support the equipment.

2.0 Scope

Criteria will cover any computer workstation being donated to the IPFW campus that is expected to be supported by ITS either on the network, through the Help Desk or desktop support.

3.0 Policy

IT Services will adhere to the current CPU model requirements established by the Information Technology Policy Committee (ITPC) for network accessibility. CPU models below standard will not be connected to the IPFW network either on campus or from home. Current standards are posted at http://www.its.ipfw.edu/docs/policies/workstations.html
4.0 Practice

4.1 ITS Support Standards for Computer Workstations
   A. CPU model must meet the current ITPC established standard for network access.
   B. The manufacturer of the computer equipment must be a major vendor (i.e. Gateway, Apple, Dell, Compac, etc.) offering free tech support via phone or Web with a supply line for parts.

4.2 ITS Support Standards for Macintosh
   A. Macintosh must be capable of running OS 9 or OS X

4.3 If equipment does not meet these standards
   A. Equipment will not be connected to the network
   B. Equipment will be designated unsupported by ITS

5.0 Responsibilities

Department receiving the donated equipment would contact ITS Help Desk to determine if equipment meets ITS support criteria. ITS Tech Support would make that determination. If ITS cannot support the equipment it will not be connected to the network. If receiving department wants to keep equipment as a standalone workstation ITS will flag equipment as non-supported. Department cannot contact ITS for support needs for this equipment.

Department receiving the donated equipment would complete any necessary paperwork as required by IPFW Development or Accounting Offices.

6.0 Record Maintenance

ITS Help Desk would open a track to have ITS Tech Support check out equipment.

If equipment does not meet specifications described in this document, ITS Tech Support would flag equipment as non-supported with label and inform ITS Help Desk to note in tracking system.