Technology Support Policy – Platform Support for Employee Computers

Employees shall be provided computer service for campus-approved software and hardware to fulfill their job responsibilities and compliance with state and federal mandates. The college has adopted this strategy using the following approaches:

- Fulfill the technology needs while encouraging a standardized computing environment.
- Improve customer service and support by reducing the time to resolve technology problems and bring new systems online.
- Reduce computing costs by managing fewer different makes and models of computers and combining the college’s buying power. Makes and models that are most common, such as PC’s, will be given support priority when technology support resources are limited.
- Meet technology lifecycle management mandates, including tracking of technology assets and compliance with data stewardship requirements.
- The college will provide adequate training to TSS staff to support the recommended hardware and software.

Policy Statement

Computer Purchasing

All computer purchases will be made by Technology Support Services (TSS) on behalf of the employees. System style, make, and model is recommended by TSS. The PC platform is preferred based on the approaches above, but the Mac platform can be purchased for employees who demonstrate that their instruction or job functions necessitate software specific to Mac, or it is industry standard for students to use the Mac platform in their field of study or employment. TSS is responsible for providing a list of recommended PC and Mac computers to help identify and configure the ideal recommended computer for the customer’s needs.