



# Morehouse School of Medicine's

## Desktop Standards

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**Effective Date:** December 6, 2010

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**Audience** All Morehouse School of Medicine Employees & Students

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### **MSM IT Desktop Standards Policy**

The primary mission of the MSM IT Support group is the support of all Employees desktop computers and Student's laptops. We also provide support for MSM printers, laptops, hand-held computing devices, and peripheral devices such as scanners. The IT Help Desk and Desktop Support Specialists work with students, faculty and staff members to ensure that equipment is properly maintained and performing reliably.

The basic desktop support policy is to support all computer-related equipment in use by students, faculty and staff on the MSM campus and remote locations. However, the enormous variety of this equipment makes it impossible to deliver the same level of service for all devices.

All standard desktop computers (PCs and Laptops) purchased and configured through IT's vendor partner will receive full support. Full support is also provided for departmental network printers.

Every effort is made to respond to all requests for help but the level of support may be limited for some computers and peripherals, depending on their hardware configuration, software configuration, function, age or other factors.

The approach is to take a proactive role and work with the institutions departments, students, and faculty and staff members to assure that the equipment purchased is supportable. Our goal is to ensure through proper maintenance, that it continues to function reliably for the expected life span. An important part of this approach is to work with departments to plan for a realistic replacement cycle and to eliminate unreliable and obsolete equipment before it becomes a liability. The IT Help Desk and Desktop Support Specialists cannot work on personal computer – related equipment for liability reasons.

### **Supported Hardware**

#### **Computers**

Full support is provided for desktop computers identified as "Standard MSM computers", purchased via our vendor partners with the standard MSM image and in use at a MSM location.



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**Set-up of New Computers:** Full support for new equipment includes pre-configuration of all hardware and software to MSM standards by MSM IT and on-site set-up by a MSM IT technician. The technician will make certain that the new machine is fully functional and that the user can access any resources (via the campus network or the Internet) that are needed to perform job responsibilities. If required, all data from the user's previous machines will be backed up and the MSM IT technician will selectively transfer the needed files to the new computer.

**Laptops Theft Protection.** Full support for new laptops requires an on-board, hidden, anti-theft monitoring software. The software vendor for MSM is Absolute Software, the product is Computrace. All new laptops as of December 13, 2010, will come with Computrace as part of the required laptop standard package.

For loss/theft on the MSM campus, contact Public Safety (404) 752-1758, and file report as directed. The report, plus a written statement by the user, must be taken to IT. For theft off campus, a police report must be filed and a copy and a written statement by the user, taken to IT. The security company will then be notified and the search will begin for the stolen laptop.

The software company takes 90 days to investigate prior to declaring the laptop missing, with the option to continue investigation for another 90 days after that. After the 90-180 days are up, the company pays a service guarantee payment according to the age of the theft protection contract. This payment can be used by the department to defray the cost of a new laptop but does not cover the full and complete purchase price.

Absolute Software's Computrace program has a very high rate of success in recovering laptops for MSM, but it is not a substitute for taking care not to leave the machine alone in public or in the trunk or rear of one's car.

**Service to Existing Computers:** An MSM IT technician will respond to all requests for assistance and evaluate the nature of the problem. Most problems can be corrected remotely or on site, including simple in-warranty hardware replacement, software installation, memory or network card installation, upgrades, or re-configuration. In more complex cases, the technician may consult with IT's network support or server support staff, or other technical Subject Matter Experts (SME) to fully diagnose the problem and determine if the cause is within the computer or caused by external factors.

If extensive or specialized hardware repairs are required or a complete re-installation of the computers software is necessary, the machine may be brought to the Help Desk for repairs.



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#### **Printers**

Each department should have one or more networked printer. Full support is provided for these printers. Departmental staff should be familiar with basic printer operation (i.e. how to power the printer down/up, how to clear paper jams, etc.). The Help Desk provides the first level of support for problems with these printers. Before calling for help, the individual should check to see if others are able to print successfully to the printer so it can be determined whether the problem lies with the printer or an individual's computer.

If the Help Desk cannot resolve the problem, an outside vendor will be called to make the repairs. However, for some older printers, extensive repairs may not be justified and replacement of the printer will be recommended. MSM IT will attempt to resolve problems with non-networked or special-function printers, but cannot guarantee results. If considering such a purchase, the department should consult with the Help Desk for recommendations.

#### **Supported Software**

As with hardware, when the software installed on a computer is out of date, servicing it becomes more difficult and time consuming. Beyond a certain point, technical assistance can no longer be obtained from vendors, compatibility problems arise, and familiarity of MSM IT with the software diminishes. For this reason, there are also minimum supportability standards for computer operating systems and commercial software.

#### **Operating Systems**

MSM IT supports Windows XP professional and will provide limited support to Mac OSX, Windows Vista Business, and Windows-Vista Ultimate and Windows 7 operating systems.

#### **Commercial Software**

Faculty and staff should consult the Help Desk before installing software on their desktop machines. Some software uses an on-campus license server and requires VPN access to use these licenses off-campus.

In order to comply with software licensing regulations, MSM IT will install only legally licensed software, freeware, or shareware.