



Information Technology Services

Faculty & Staff End User Hardware Purchasing and Support

General Policy

Purpose:

The purpose of this policy is to provide guidelines and information regarding the purchasing and support of Rotman personal computing devices 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 by any department budget, or research grant.

Due to the wide diversity of IT components available on the market, the manageability and level of support which can be provided inside any organization greatly relies on the identification and purchasing of standard components across the School.

This document presents the underlying principles behind Rotman standards, as well as the distinct levels of support which are provided by Rotman ITS for these components.

All assets purchased using Rotman School funds or research grants are the property of the University. As such, they must be tracked in the Rotman ITS equipment inventory database. When a Faculty/Staff leave Rotman, the equipment must be returned to the Rotman ITS department. Faculty/Employees must not dispose of Rotman owned equipment, but rather, return the equipment to ITS for proper disposal.

All Rotman leased desktops and laptops are commercial grade Dell personal computers and carry a 4 year manufacturer's warranty.

Principles behind the Requirement for Standards:

A computer 'Standard' is a combination of a 'type of computer' (e.g. Dell laptop model 5490) and the 'operating system' (e.g. MS Windows 10 Enterprise) running on the device. In this document, the expression 'standard configuration' is used to refer to Rotman's standard for personal computing devices.

After each purchase/lease and receipt of a computer ordered by Rotman ITS, the device is registered into our asset tracking system, including warranty coverage dates (warranties are typically for a period of 3 to 4 years), and the configuration of the device is initiated. This configuration includes the set-up of the Rotman email account, department drive(s), wireless, etc., along with the installation of Rotman's standard software image, which includes all required licenses e.g Windows operating system, Microsoft Office, SPSS (Where applicable), etc.

Any additional software not in our standard image but required to ensure the device is fully ready for delivery to the end user, is installed at this time (e.g. SPSS, SAS). This process is completed in a timely and repeatable manner based on a 'standard' pre-tested 'image' and ensures consistency and proper licensing of all applicable software.

When determining the selection of standard configurations for Rotman's ITS components, the following elements are considered to ensure that the standards continue to meet the needs of the school:

- Users needs collected through interactions between Rotman ITS and Faculty/Staff.
- Existing Rotman ITS assets currently in use by Rotman end users.
- Privacy and security protocols
- University teaching and research software requirements
- Trends within the market
- Government regulations regarding purchasing in the public sector
- Tri-council requirements relating to grant fund usage for computer components, such as storage, etc.

Level of support provided by Rotman ITS for Desktop and Laptop Computers:

Full Support (leased fleet of Desktops & Laptops):

- Rotman ITS pre-installs the Rotman standard configurations and software (listed in appendix A) before delivery to the end user.
- Default access to the Rotman network is enabled and access to shared drives if pre-defined.
- Automatic updates previously vetted by Rotman ITS will be performed including:
 - o Operating System patches to prevent security issues.
 - o Software updates when required to correct existing bugs, or update to current version
 - o Necessary configuration changes to adapt to Rotman's infrastructure/environment.
- Warranty coverage by Rotman ITS to address hardware issues up to and including replacement of defective parts (on Dell equipment ONLY).
- Upgrades of Operating system and enhancements to standard configuration where required.

Limited Support (Equipment purchased through Rotman ITS, but deviating from our Standard):

- Rotman ITS buys the computer and pre-installs the Rotman standard configurations and software (listed in appendix A) before delivery to the end user (Windows Operating System ONLY).
- Rotman ITS will troubleshoot issues with the hardware and Rotman School standard software (listed in appendix A).
- Rotman offers limited support for non-standard software based on ITS knowledge of the application.
- Rotman ITS co-ordinates break-fix warranty support with the hardware vendor while covered.

Best possible effort (Devices purchased using University of Toronto or Grant funds):

- Desktops and/or laptops not purchased through ITS will be supported only as far as Rotman ITS can troubleshoot to determine if a hardware issues exists. This limited service only applies to personal computers running a current version of either the Apple or Windows operating systems. We do not provide support for the Linux operating system at Rotman.
- Troubleshooting issues with desktops/laptops not purchased through Rotman ITS will be on a when time permits basis with no priority service provided.
- If non-standard software needs to be installed, Rotman ITS can do so, but it will be when time permits and not on any priority basis, nor will any ongoing support be available from Rotman ITS relating to the software. Should the software vendor of the non-standard software offer support coverage, we would encourage faculty to purchase the coverage to ensure their support needs can be met.

Appendix A

Current Rotman Standard (March 2020)

Rotman Standard Desktop

Dell OptiPlex 7070 MT

Chassis	Minitower
Processor	Intel® Core™ i7-9700 (8 Cores/12MB/8T/3.0GHz to 4.7GHz/65W)
Memory	8GB 1X8GB 2666MHz DDR4 Memory
Hard Drive	M.2 256GB PCIe NVMe Class 35 Solid State Drive
Video Card	Intel® Integrated Graphics
Optical Drive	8x DVD+/-RW 9.5mm Optical Disk Drive
Mouse	Dell MS116 USB Optical Mouse
Keyboard	Dell Multimedia Keyboard
Monitor	Dell UltraSharp U2415 24-inch (1920x1080)
Speakers	Dell USB SoundBar - AC511m
Operating System	Windows 10 Enterprise

Rotman Standard laptop

Dell Latitude 5300

Processor	Intel® Core™ i5-8365U Processor
Memory	8GB, 1x8GB, DDR4 Non-ECC
Hard Drive	M.2 256GB PCIe NVMe Class 35 Solid State Drive
Video Card	Intel® Integrated Graphics
Wireless	Intel® Wi-Fi 6 AX200 2x2 .11ax 160MHz + Bluetooth 5.0
Screen	13.3" FHD WVA(1920 x 1080)Anti-Glare Non-Touch, Super Low Power, Camera & Microphone
Operating System	Windows 10 Enterprise

Dell Latitude 5300 Standard Peripherals

Laptop Bag	Dell Pro Slim Briefcase 15
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Docking Station	Dell WD19 DOCK
Monitor	Dell UltraSharp U2415 24-inch (1920x1080)
External keyboard	Dell Multimedia Keyboard
External Mouse	Dell MS116 USB Optical Mouse

Rotman Standard Image

Operating System – Windows 10 Enterprise

- Microsoft Office 365 (Word, Excel, PowerPoint, Outlook)
- Microsoft OneDrive
- Adobe Reader
- Google Chrome
- Microsoft Edge
- Rotman VPN
- TeamViewer
- VLC Media Player
- Rotman Domain Joined
- BitLocker Drive Encryption
- SafeNet eToken