IT Supported Hardware

Supported Hardware for University Computers

PC Desktop

| PC Desktop | Standard: Dell OptiPlex 5040, i5 Processor, 8GB RAM, 500GB hard drive, 22" monitor |
| PC Desktop | Dell OptiPlex 9020, i7 Processor, 16GB RAM, 500GB hard drive |

PC Portable

| PC Portable   | Standard Laptop: Dell Latitude E5540, 15" screen, i5 Processor, 8GB RAM, 500GB hard drive |
| PC Portable   | Mid-sized Laptop: Dell Latitude 3340, 13" screen, i5 Processor, 4GB RAM, 500GB hard drive |
| PC Portable   | Best Laptop: Dell XPS 12 2-in-1 Ultrabook, i7 Processor, 16GB RAM, 256GB solid state drive |

| Tablet: Dell Venue 11 Pro, Atom Processor, 4GB RAM |

Mac Desktop

| Mac Desktop |

Mac Portable

| Mac Portable |

Printers

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<th>Printers</th>
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<td>Each university department should primarily utilize printing to the departmental copier.</td>
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Printer Parameters

- Consult with IT for new printer request to take advantage of university contracts and pricing.
- All printers should be connected to the campus network.
- Every network printer should provide printing services for several computers.
- Individual desktop printers attached via USB are discouraged.
- Inkjet desktop printers are discouraged.

Printer Support Terms

- Level 1 IT Support - networked printers purchased from university vendor
  - Troubleshooting via phone or office visit
  - Paper jam removal
  - Network connectivity troubleshooting
  - Adding printer to computer or network
  - Troubleshooting print quality issues
  - Hardware repair, maintenance, replacement parts, paper jams that cannot be cleared will be referred to vendor and service contract.
- Level 2 IT Support - individual desktop printers, inkjet printers, etc.
  - Basic troubleshooting via phone or office visit
  - Paper jam removal
  - User will need to contact outside source for hardware repair.

Copiers MFD
Copiers MFD

IT will fully support Multi-Function Devices (copiers and printers) procured by the current print solution vendor.

Out of warranty or non-vendor Multi-Function Devices will be supported in a limited capacity (network connectivity, printer drivers, etc.); all other issues must be directed to the vendor.

Hardware Support

- Hardware support is provided by IT for all computer devices purchased from the university's approved vendor list.
- Items purchased outside of the approved vendor list will receive no hardware support; support must be obtained from the vendor.
- Transfer of data to a new computer will be limited to 500GB. User will need to make arrangements to secure other data.
- When a department purchases a new computer, the existing computer will be returned to the IT Department for redeployment (reformatting, renaming and reconfiguring) unless otherwise specified.
- IT will diagnose computing equipment, under warranty, for hardware issues including parts replacement or service. Computing equipment, outside of warranty, will be given basic troubleshooting and best effort for repair; computing equipment that cannot be repaired will be removed for surplus.
- University Departments are responsible for costs associated with loss, abuse or replacement of expendables or consumables of computing devices (including, but not limited to memory, monitor cables, batteries, keyboards, mice, pointing devices, styluses, power supplies, etc.).
- For devices that the IT staff are not certified to repair, a service agreement must be purchased with the computing device. In the event that maintenance is required for the device, the department may contact the vendor directly to arrange for service of the device.

Specific Services

Services available for supported computers include the following:

- Remote Support - Receive immediate troubleshooting and support for software installations and other quick fix issues by contacting the Help Desk at (717) 871-7777.
- New Computer Setup - Configure new computers with standard, University licensed software including antivirus software, Microsoft Office, and many other applications.
- Virus/Malware Removal - Clean infected computers with various removal tools and methods.
- Software Installation/Repair - Diagnose and repair software issues including application configuration, data backup, and operating system reinstallation.
- Warranty Hardware Repair - All Client Support professionals are vendor certified technicians and are able to diagnose and repair failed hardware and order and install warranty replacement parts.
- Data recovery from failing or failed hard drives is not guaranteed.

Services available for unsupported/out-of-warranty computers include the following:

- One time only, best effort Hardware/Software repair - IT will attempt to diagnose and repair a software issue once on an unsupported computer. If the computer is repaired, it will be noted in its service history indicating that future service will not be performed.
- Delayed service time - unsupported computers are repaired on an “as time allows” basis meaning that repairs can take significantly longer than those on supported computers.
- Hardware repair is not available for unsupported computers.