

**Title:** Supported Operating Systems

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**Date:** Jun. 15, 04

**Revision:** 6

**Purpose Statement:**

To define the operating systems that are directly supported by ECS. This policy defines the procedure for determining which operating systems are supported as well as the procedure for granting exceptions to the policy. In order to maintain a secure network environment for all users in the College, it is necessary to restrict connection to the network to those machines that are operating using a secure operating system.

**Scope of Policy:**

All computer systems connected to the network in the College of Engineering and Natural Sciences and any other computer system supported by ECS staff.

**Definitions:**

Operating System - Software designed to control the hardware of a specific data-processing system in order to allow users and application programs to make use of it (e.g. Microsoft Windows XP).

**Policy:**

Machines in the College that are not running secure operating systems cannot be connected to the network. ECS will maintain a public list of supported operating systems listed at the website:

<http://www.ens.utulsa.edu/tech/supported/os/>

The web page contains two sections, 'supported' and 'temporary'. Any operating system not listed at the above location is considered 'unsupported'. If a work request is entered to fix or install an operating system, it will be handled in the following ways:

- Supported - ECS will install or repair the operating system and verify that it is functioning properly, but will not be responsible for educating the user on how to use the operating system.
- Temporary - ECS will notify the requester that the operating system will not be supported in the future, including the date that the operating system will become unsupported. Whether the operating system will be replaced with a 'supported' operating system or will be repaired will be left up to the discretion of the requester.
- Unsupported - ECS will not install or repair an operating system or software on an operating system that is 'unsupported' unless the system is not connected to the network. These operating systems are not secure and will be disconnected from the network. The operating system will need to be replaced with an operating system that is supported or removed from the network before the work request can be completed.

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Exceptions - For operating systems that are securable, but not supported, and require contact with the network for instruction or funded research. Exceptions can be requested from ECS.

Workarounds - For operating systems that are not securable but still require contact with the network for instruction or research. Workarounds can be requested from ECS. A workaround would allow the machine to contact the network, but only in the way(s) necessary for research or instruction.

**Procedure:**

ECS will maintain the listing of supported operating systems, and will work with faculty and staff to upgrade systems to assure security of the network in the College. In the event a work request is entered on a networked computer system that contains an unsupported operating system, ECS will notify the person who entered the request that a supported operating system needs to be installed before the work request can be completed. ECS will provide any quote(s) necessary for hardware and/or software required to upgrade to a supported operating system. In the rare event that a system needs to run an unsupported operating system (e.g. an instrument that has control software that can only run on a specific operating system which is not supported), an exception may be requested at the time the work request is entered. ECS recognizes that academic research cannot be arbitrarily limited, and will work with faculty to assure access to the College Network as long as that access does not compromise network security. Faculty needing exemptions for special operating systems may appeal to ECS by filing a request for review with ECS. Request for exceptions will be reviewed on a case-by-case basis.

If ECS can determine a date by which an operating system will no longer be secure, ECS will move the operating system from the 'supported' section to the 'temporary' section on the website listed above. The listing in the 'temporary' section will include the date that the system will officially be added to the 'unsupported' section. In addition to modifying the website, on the date that support of an operating system will be discontinued, an email notification will be sent to all department chairs and secretaries, as well as the ENS Computer Committee.

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Date