

**Purpose Statement:**

To define the hardware that is directly supported by ECS. This policy will also define the procedure for announcing the start and end of support for hardware.

**Scope of Policy:**

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

**Definition:**

- *Hardware:* A computer and the associated physical equipment directly involved in the performance of data-processing or communications functions.

**Policy:**

ECS will maintain a public list of supported hardware at the website:

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

The web page will contain two sections, “supported” and “temporary”. If a work request is entered to repair, install, and/or verify the proper operation of a piece of hardware, it will be handled in the following way:

- *Supported:* ECS will repair, install and/or verify the proper operation of hardware listed in this section.
- *Temporary:* ECS will make a best effort to repair, install, and/or verify the proper operation of hardware listed in this section. ECS will notify the requester that the hardware is temporarily supported and inform them of the date that the hardware will become unsupported.
- *Unsupported:* If hardware is not listed in the “supported” or “temporary” section of the website, it is considered “unsupported”.<sup>1</sup> ECS will not install, repair, or verify the proper operation of unsupported hardware. In the event a request is entered that ECS work on unsupported hardware, ECS will notify the person who entered the request that a supported piece of hardware needs to be acquired before the work request can be completed. ECS will provide any quote(s) necessary for the hardware and software required.

**Procedure**

Hardware will be added to the “supported” list based on the recommendations of the

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<sup>1</sup>Hardware purchased before the date that this policy takes effect and not otherwise listed as “temporary” or “supported” on the website will be regarded as “temporary” for a period of one year.

ENS Computer Committee. Hardware may be moved to the “temporary” list and eventually become unsupported for a variety of reasons including, but not limited to, (i) a vendor discontinuing sale of the hardware, (ii) lack of compatibility with supported operating systems, or (iii) an install base within the ENS College that is so small that the expense of training ECS staff is not reasonable. When a piece of hardware is listed or recategorized as “temporary”, the date that the hardware will officially become “unsupported” will be listed on the website and an email will be sent to the ENS Computer Committee and to all department chairs and secretaries with this information. The time period that a piece of hardware will be maintained on the “temporary” list will be no less than three years. In extreme cases, a shorter time period for “temporary” status can be imposed by ECS staff with the approval of the ENS Computer Committee. It is possible for a piece of hardware to be listed as “temporary”, but not be capable of running any supported operating system. In this case, ECS will obtain quotes to upgrade the hardware to a level so that it is capable of running a supported operating system.

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Date

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Date