

## Information Technology Standards and Obsolescence Plan

Desktop computers are an indispensable work tool of every office at Butte County Office of Education. Faculty, staff, and administrators use their workstations in every aspect of their duties. Therefore, it is essential that those computers support current technological needs and be able to run the essential applications that define BCOE's business environment. This plan will help guide upgrades and purchasing of new equipment and the retirement of obsolete tools. The Windows platform of computers is the standard for BCOE.

### Hardware Minimum Standards – Gateway Desktop E-4610S

Processor	Intel® Core™ 2 Duo Processor E6300 (1.88GHz, 1066MHz FSB, 2MB cache, non-HT)
Memory	1024MB 667MHz Dual-Channel DDR2 SDRAM (2-512MB modules)
Video	Integrated Intel® GMA 3000 Graphics
Optical Drive	Optical drive 48x/32x/48x CD-RW/DVD combo drive
Case	3-bay Micro-BTX Case
Monitor	19" LCD flat panel display
Speakers	USB speaker bar for LCD monitors
Operating System	Microsoft® Windows® XP Professional SP2
Floppy Drive	3.5" 1.44MB diskette drive
Warranty	Desktop Value Plus Service Plan 5 yr parts/labor/ NBD on-site/ 5 year technical support.
External Ports	(8) USB 2.0 (2 in front and 6 in back), (1) Serial, (1) Parallel, (2) PS/2, (1) RJ-45 Integrated LAN, (1) VGA, (1) DVI, microphone, headphones
Controller Card	Integrated Ultra ATA100 and serial ATA II/300 controllers
Keyboard	104+ Keyboard (PS/2)
Mouse	USB optical Wheel Mouse
Hard drive	80GB Serial ATA II/300 7200rpm hard drive with 8 MB Cache
Sound System	Sound Blaster compatible audio
Network Adapter	Integrated Intel®10/100/1000 Ethernet adapter

### Hardware Minimum Standards – Laptop Gateway M465E

Processor	Intel® Core™ 2 Duo Processor T5500 (1.66GHz, 667MHz FSB, 2MB L2 cache)
Memory	1024MB 667Mhz DDR2 SDRAM (2-512MB modules)
Optical Drive	24x/10x/24x CD-RW/ 8x DVD combo drive
Monitor	15.4" WXGA TFT Active Matrix (1280 X 800 max resolution)
Operating System	Microsoft® Windows® XP Professional SP2
Media Drive	6 in 1 Media card reader (MemoryStick®, Memory Stick Pro®, Multimedia Card, Secure Digital, Mini Secure Digital®, RS-Multimedia Card)
Warranty	Notebook total protection plan 4 year part/labor/NBD on-site/ 4 year technical support.
External Ports	(4) USB 2.0, VGA, TV out, S-Video, IEEE 1394 (Firewire)
Keyboard	Full size with EZ pad
Hard drive	40GB 5400rpm Serial ATA hard drive

Network Adapter	Integrated 10/100/1000 Ethernet Adapter
Connectivity	Integrated 802.11a/b/g wireless networking card and
Modem	Integrated V.92 56K modem
Case	Gateway Professional Briefcase
Battery	Primary 8-cell Lithium Ion Battery w/1 yr limited batter warranty
Battery Warranty	3-yr Business Mobile Primary Battery Replacement

### Software Standards – latest approved versions

- Microsoft Windows XP
- Microsoft Office 2003 Professional
  - Word, Excel, PowerPoint, Access, Outlook, Publisher, Explorer
  - Adobe Acrobat Reader, Real Player, Windows Media Player, Shockwave, Flash
  - Anti Virus Software
  - Ghost Licensing
  - Exchange client
  - Deep Freeze (student stations)
  - CD Burning Software if applicable

### Approved Software/Supported – latest approved versions

- Adobe Acrobat Professional
- Front Page – Web Page Design
- Adobe Photoshop Elements
- Reflections
- Student Information System
- IFAS

### Unapproved Software –

“Webshots” and other programs such as “Yahoo search bar,” “Weather bug”, and “Gator” are actually tracking (spy ware) software. While running, the computer is turned into a virtual “internet server.” It tracks and sends information about the user to various companies. This reduces the performance of the computer and the network. Spy ware is the number one cause of pop-up ads and spam mail.

Some of these programs place a key in the registry of your computer; this is the set of instructions, which runs when you start your computer. This may cause the computer to run slow.

### Replacements and Upgrades -

The decision about whether to approve replacement or upgrades of desktop computers rests with the department head that has budget authority over funds that would be used to purchase the new computer(s) or upgrade(s.) However, the recommendations listed for *minimal* hardware configurations should be a strong consideration in weighing competing requests for the use of departmental funds, particularly if users in the department use standard BCOE software.

Departments should develop plans for regular upgrades or replacements of desktop computers. It is more efficient and less disruptive of daily operations if necessary changes to the hardware and software environment can be anticipated by both computer support personnel and users of computers. At a minimum, departments should conduct an annual needs analysis of their

equipment after new guidelines are issued by the Information Technology Committee each February and develop an upgrade or replacement schedule for the ensuing academic year.

**Software –**

When new computers are purchased, it is the responsibility of the user to purchase the latest approved version of all software. Older versions will not be transferred to new machines.

**Data Base Creation –**

Personal or departmental created databases can cause “islands of information”; these “islands” may cause extra work for a department when the data is already available by other means. Acceptable uses of a data base such as MS Excel require no preauthorization or review and can be extremely helpful in keeping flat file information. If a user or department feels it is necessary to create a relational data base in MS Access, the user must request a work order from IT in order to have the data base structure and its uses reviewed by an IT specialist. *Databases created in unsupported software or outside the BCOE guidelines may not be supported.* The need to review this information should reduce the “islands of information” issues as well as some of the following concerns: redundancy, application support, mission critical data, information not being stored in secure place, small databases by one person have grown to larger audiences, training, and version discrepancies.

The use of unsupported software such as File Maker Pro shall only be used in cases where it is a mandated requirement of an authorizing agency such as the State of California.

**Timeline of Projected Support Operating Systems**

System	FY 2006-07	FY 2007-2008	FY 2008-2009	FY 2009-2010
98				
2000				
XP				

Operating Systems prior to 98 are not supported by IT

**Timeline of Projected Support for Hardware**

Hardware	FY 2006-07	FY 2007-2008	FY 2008-2009	FY 2009-2010
Pentium III				
Pentium IV				
256 RAM				
512 RAM				
1 GB RAM				

**Peripherals –**

All peripheral equipment should be evaluated annually by the Department and IT representative to assure the compatibility and functionality of all peripherals. Printers for BCOE have been standardized on HP products. Copier /printers are the exception to this standard.

**User Responsibilities-**

It is important to ensure users make effective use of all technology systems and that IT efficiently contains the costs associated with providing desktop support. Knowing how to use

technology appropriately should be regarded as part of the professional responsibilities of all administration and staff. User responsibilities include:

- Using only standard hardware and software whenever possible.
- Acquiring training in the use of their system (as necessary to do their jobs) by attending training classes, reading instructions, manuals and accessing online help.
- Performing routine backups of important data and files, to the file server or other secure location
- Using their systems responsibly and ethically as outlined in the Butte County Office of Education policies and procedures.

**Donated hardware and software-**

Technicians are only able to adequately familiarize themselves with a limited range of hardware. Non-standard equipment increases the likelihood of conflicts that can render a system inoperable and increase costs for the organization.

The Information Technology department does not support donated computers, peripherals or software unless identical to hardware and software on the BCOE standards list and after the review for donated items has been approved by both the site manager and an IT manager.

Upon receipt of a Request for Review of Donated Equipment, the Information Technology department will advise a site whether the offered hardware or software will meet the guidelines.

**Software -**

BCOE makes every effort to make ensure staff have the most current software necessary to perform their job functions. When software manufacturers update a version, they tend to terminate support for earlier versions of a product, making support for users difficult. The use of non-standard and outdated software can increase organizational costs for support and disrupt user production.

**Timeline of Projected Support for Standard Software**

Software	FY 2006-07	FY 2007-2008	FY 2008-2009	FY 2009-2010
Office 97				
Office 2000				
Office 2002 (XP)				
Office 2003				

**Purchasing of Technology Equipment-**

In accordance with Superintendents Policies all purchasing of technology equipment including, computers, printers, projectors, PDA's and software shall be purchased through the BCOE Information Technology Department. Connecting personal equipment to BCOE computers is prohibited.

