

ITS Support Center Support Guidelines for non-standard hardware

Should a department have a business need to acquire non-standard computing hardware and seek a recommendation from the ITS Support Center on what hardware would best fit the department's business need or what support the department could expect from the ITS Support Center after acquisition of the non-standard hardware, please review the following.

Non-standard hardware: The ITS Support Center can offer technical insight if a department has a question or questions regarding the technology behind the different components of the device the department is considering. Meaning, if the department is considering two devices, which contain different memory or processor configurations, we would be able to offer our insight as to which configuration might provide better performance however, we will not advise you which device should be purchased as your business needs are your business needs. The decision on which device to purchase is the department's.

Support on non-standard hardware: Due to the nature of these devices being non-standard, the effort involved to set up these devices is far greater than the effort required to set up standard devices. As such, the ITS Support Center will prioritize the set up of these devices as our resources permit. Each device will be configured with county standard anti-virus software, the enterprise office productivity suite as well as any other county standard software. In some cases, where a proprietary hardware device arrives with pre installed software, and county provided software is installed, it may be necessary to remove the vendor's pre installed software or, software compatibility conflicts could occur.

Support on non-standard hardware after initial set up: Due to the nature of these devices being non-standard, the effort involved to support these devices is far greater than the effort required to support a county standard device. As such, the ITS Support Center will prioritize support of these devices as our resources permit. Support of the device will be limited to re-installing county standard anti-virus software, enterprise office productivity suite software as well as any other county standard software. In the case of hardware or hardware component failure, as these devices were not purchased from a county standard hardware vendor the ITS Support Center does not have the luxury of ordering component replacement on-line nor are we able to communicate with the hardware vendor and request expedited support as we can do with any county standard hardware vendor. The department, in the event of hardware or hardware component failure, would need to communicate directly with the hardware vendor.

It is also possible that hardware device driver compatibility or client installation compatibility issues may occur. In that event, support service provided by the ITS

Support Center will be limited. ITS Support Center will use our best efforts to resolve the issue but in some cases, we may not be able to resolve any and all compatibility issues, to the full and complete satisfaction of the client.