TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 56.30.01 **Hardware and Software Standards**

PURPOSE: To provide the requirements for the use of technology resources at Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso). This policy outlines general compliance instructions and responsibilities for the use of technology resources.

REVIEW: This policy will be reviewed every odd-numbered year by the director of institutional technology (IT) and approved by the chief information officer (CIO).

POLICY/PROCEDURE:

1. Purchasing of hardware devices must be approved by the IT Department to ensure that all equipment conforms to IT's hardware standards and aligns with IT security standards. All such hardware devices must be used in compliance with applicable licenses, notices, contracts, legislative mandates, and agreements. Each school, department, and user is responsible for meeting standards that help ensure this reliability.

    Non-standard hardware configurations and software packages normally involve additional resources and expertise, and require final approval by IT Security. Work orders submitted for standardized hardware and software will receive priority service over non-standard hardware and software due to the additional specialization and time required. All non-standard hardware must be vetted and approved by Information Security prior to installation.

    For current desktop and laptop configuration recommendations, contact the IT Help Desk at elp.helpdesk@ttuhsc.edu.

    Supported Computer Systems:
    For the purposes of this policy, computing devices are defined as Mac and PC systems and do not include auxiliary equipment such as printers, scanners, or other devices that can connect to a computing device.

    Computing Devices

    Note: Computers, non-standard software and IT equipment not approved by IT Security will not be supported.

2. **Supported Software Packages:**
    Software supported by the institution includes any software in the basic image of the system being used on the TTUHSC El Paso domain and used by all institution-owned systems.

    Software

    Note: Software not approved by IT Security will be not supported.

    It is recommended that all browser homepages be set to the TTUHSC El Paso homepage: https://ttuhscep.edu/. For more detailed hardware and software guidelines, contact the IT Help Desk.

3. The IT Department is authorized to remove any equipment or software connected to the network that is not approved by the institution according to information security guidelines and notice for acceptable use. Any employee found to have violated this policy may be subject to disciplinary action.

Windows 7 and 10 are the supported enterprise Windows operating systems for institution-owned desktop computers. Please contact the IT Department at elp.helpdesk@ttuhsc.edu if you have any questions.