



Texas Wesleyan University Information & Communication Technology

Hardware Standards

Policy

To accommodate varying needs in instruction and research technology, while avoiding excessive variability in equipment, technology purchases shall conform to University Technology Standards.

Standardization provides the Texas Wesleyan University (TW) community a high level of productivity in a cost-effective manner as well as other benefits, including reduction of complexity, improved operational efficiency, robust communication, and/or assurance of continued availability of service and the provision of consistent technical support.

Information & Communication Technology will maintain a limited list of standard hardware items that shall serve as the University Standard Hardware list. Exceptions to standards may be considered when a non-conforming technology is essential to fulfillment of a department's role and mission.*

Levels of Support

Standard Support

Standard Support hardware includes technology products that are widely used at TW and that:

- are models identified on the [University Standard Hardware list](#),
- come from the list of TW's preferred technology vendors,
- meet the operating system software requirements as specified by the manufacturer,
- meet the system requirements necessary to function within the university network environment, and
- are designed for institutional or business use (i.e., not marketed for home use).

For these products, ICT has the skills, expertise and resources available to provide in-depth assistance.

Limited Support

Limited Support hardware products are ones that are less widely used at TW than the standard support hardware. These models meet all of the requirements for Standard Support, however, they are not the specific models identified on the [University Standard Hardware list](#).

Limited support is provided for these hardware items provided that they were purchased with university funds and are currently under warranty.

For these products, ICT provides basic troubleshooting assistance and warranty assistance. However, for complex issues and replacement parts, you will need to access other resources.

Areas Not Supported

Items not meeting the stated requirements for Standard or Limited Support are not supported by ICT. Additionally, ICT does not make physical changes to computer hardware, such as installing Ethernet network cards, additional RAM, hard drives, etc.

**Individuals requesting a non-standard technology item must complete and submit the Non-Standard Hardware Request form. Limited Support is provided for Non-Standard items provided they meet the qualifying criteria.*