

## **OMT TECHNICAL SUPPORT SERVICE COVERAGE POLICY**

### **FLMNH-OWNED COMPUTERS**

Computers purchased by the FLMNH receive full, priority service from OMT. This includes hardware and software troubleshooting/installation and arranging warranty service as well as complete setup and network/security configuration.

### **STATE-OWNED COMPUTERS FROM DEPTS OTHER THAN FLMNH**

Computers purchased by campus units other than the FLMNH will be serviced to function securely on our network. This may include the following: critical security patches, anti-virus installation and/or configuration and setting up the computer to access the FLMNH network.

For more in-depth, non-security-related issues, such as hardware and software installation and/or troubleshooting, the computer will need to be returned to the technical service department of the campus unit that owns and/or is responsible for the machine. If that campus unit does not have the capability to service the machine, OMT may perform some service on the computer, with the understanding that it will be placed at a lower priority level than FLMNH computers and that OMT retains the right to refuse services on non-museum machines that will take an inordinate amount of time or other resources.

Campus Windows computers are expected to use a fully functional, network-capable operating system such as Windows 2000. Computers found to be running Windows 95/98 or XP Home Edition will be required to upgrade since UF departments receive a substantial cost savings on institutional licenses. OMT can provide instructions on how to order these discounted licenses for the upgrade.

### **PRIVATELY-OWNED COMPUTERS (STAFF & STUDENTS)**

Computers purchased by individuals will be serviced to function securely on our network. This may include the following: critical security patches, anti-virus installation and/or configuration and setting up the computer to access the FLMNH network.

For more in-depth, non-security-related issues, such as hardware/software installation/ troubleshooting, the computer will need to be returned to the manufacturer, place of purchase or local service vendor for repair at the cost of the individual. OMT can provide a list of local service options if the computer is no longer under warranty.

Computers running Windows 95/98 will not be allowed on the FLMNH network. Persons using Windows XP Home Edition will be permitted to keep it due to the lack of a major discount for private individuals wishing to upgrade to the Pro Edition. (UF discounted licenses can NOT be used for computers not owned by the University.) However, XP Home is not designed for use on a network and individuals must be aware that this choice will limit their capabilities on the FLMNH network.