



serve
support
connections

university of notre dame

campus workstation program



UNIVERSITY OF NOTRE DAME
OFFICE OF INFORMATION
TECHNOLOGIES

Contents

- Introduction**3
- Responsible Use of Information Technologies**.....3

- CWP Administrators**4

- CWP Guidelines**6
 - The CWP Product Is a Total Solution Package6
 - Use of CWP Funds6
 - Needs Based Methodology6
 - One CWP System Per Eligible Employee6
 - CWP Systems Are Intended for On Campus Use6
 - Faculty/Staff Renewal Period6
 - Purchase Through ND Business Operations7
 - Hardware and Software Recommendations7
 - Enhancements, Upgrades7
 - Trade-In of Older Computer Systems7

- Eligibility**8
 - Who Is Eligible to Receive a CWP System?8
 - Determination of Criteria of Eligibility8

- Order Procedures & Workflow**9
 - Before Ordering9
 - Placing a Request for a CWP System9
 - Validating the Request10
 - CWP Recipient & CWP Administrator Responsibilities10
 - Installation of New System by Technicians10

- Service & Technical Support**11

- Campus Workstation Program**12
 - Contact Information12
 - Campus Workstation Program Staff12
 - OIT & Service Resources12

- Frequently Asked Questions**13

Introduction

The Campus Workstation Program (CWP) is a comprehensive program that ensures a consistent and progressive computing environment at the University of Notre Dame. CWP operates as part of the Office of Information Technologies (OIT). The Officers of the University have funded this computing initiative in support of the University's academic mission. CWP provides eligible Faculty and Staff with a technology "package" designed to provide a base level of computing functionality. This "package" is intended to be compatible with and supported by the University's computing environment matching the Office of Information Technologies support resources and Procurement Services vendor contracts.

The goals of the program are outlined as such:

- To provide a base level of technical standards for functionality and productivity applications to serve as the foundation for a robust and renewable infrastructure for accessing network resources and productivity applications at Notre Dame.
- To provide a regular and predictable renewal cycle to avoid technological obsolescence.
- To provide an environment for the development and deployment of effective new campus services and to maximize flexibility commensurate with the above goals.

CWP funds the components of an extensive service and support package which will accompany each new system. This includes on-site delivery and set-up of each system by a qualified technician; custom configuration including numerous software applications and utilities made available under the University's licensing agreements; data transfer services from an existing system; and the removal of the obsolete system. Thus, the program provides a comprehensive system package consisting of new hardware, current software, extended manufacturers warranty, and on-campus support services provided by the OIT and other contracted parties.

Responsible Use of Information Technologies

Notre Dame has developed a policy for the management of computer networks, personal computers and the resources made available thereby. This policy reflects the ethical principles of the University community and indicates, in general, the privileges and responsibilities of those using University computing resources. All who use the resources on campus are expected to abide by this policy.

The Responsible Use of Information Technologies Policy can be viewed online at: <http://oit.nd.edu/policies/rup.shtml>

CWP Administrators

CWP Administrator

Each academic/business unit of the University has an individual designated to oversee the implementation of the CWP within their respective unit. This person is referred to as the Campus Workstation Program Administrator (CWPA). The CWPA is accountable to the Director of the academic/business unit and to the Officers of the University for ensuring and reporting that the program guidelines are adhered to and the objectives and intent of the program are honored as they were established in 1998.

The CWP Administrator is responsible for allocating the CWP funded resources to his/her unit and also determines which eligible employees receive a system in a given year and authorizes all orders and exceptions to policy.

CWP Contact

The CWPA may appoint a CWP Contact to assist in the CWP implementation process.

CWP Administrators by Academic/Business Unit

Architecture

- Unit CWP Contact: Bernie Stein
- Unit CWP Administrator: Michael Lykoudis

Arts & Letters

- Unit CWP Contact: Angela Watson-Washington, Dave Mastic
- Unit CWP Administrator: Mary Koepfle

Athletics

- Unit CWP Contact: Shirley Hums
- Unit CWP Administrator: Thomas Nevala

COBA

- Unit CWP Contact: David Yeh
- Unit CWP Administrator: David Yeh

Engineering

- Unit CWP Contact: Johanes Suhardjo
- Unit CWP Administrator: Bob Cunningham

Executive VP (Finance, HR) & President's Office

- Unit CWP Contact: Vic DeCola
- Unit CWP Administrator: Vic DeCola

Executive VP (Business)

- Unit CWP Contact: Amy Amoni
- Unit CWP Administrator: Dan Skendzel

First Year of Studies

- Unit CWP Contact: Kenneth DeBoer
- Unit CWP Administrator: Hugh Page

Graduate/Research

- Unit CWP Contact: Andy Deliyannides, Mark DeVore
- Unit CWP Administrator: Tony Hyder

Law

- Unit CWP Contact: Dan Manier
- Unit CWP Administrator: Roger Jacobs

Library

- Unit CWP Contact: Andy Boze
- Unit CWP Administrator: Andy Boze

Office of Information Technologies

- Unit CWP Contact: Craig Fitch
- Unit CWP Administrator: Craig Fitch

Provost Office — Administration & Institutes

- Unit CWP Contact: Patricia McAdams
- Unit CWP Administrator: Christine Maziar

Public Affairs

- Unit CWP Contact: Marita Connor
- Unit CWP Administrator: Marita Connor

ROTC

- Unit CWP Contact: Erin Caldwell
- Unit CWP Administrator: Erin Caldwell

Science

- Unit CWP Contact: Stephen D'Ambrosia
- Unit CWP Administrator: Bill O'Hayer

Student Affairs

- Unit CWP Contact: Trudy Diamond
- Unit CWP Administrator: Bill Kirk

University Relations

- Unit CWP Contact: Rose Michalski
- Unit CWP Administrator: Michael Brach

Visit <http://oit.nd.edu/equipment/cwp/cwpa.shtml> for updates to the above list.

CWP Guidelines

The CWP Product Is a Total Solution Package

The Campus Workstation Program was designed and funded to provide a full suite of OIT services including on-site installation, custom configuration, file transfer, removal of the existing obsolete system, and on-going warranty support. To ensure a consistent level of quality, dedicated CWP technicians are available to provide these services. The CWP exists solely as a service to the University's faculty and staff and their academic/business units; however units desiring, instead, to do some portions of these tasks themselves need to get the approval of the unit's CWPA and notify the CWP Coordinator well in advance of the recipients installation date.

Use of CWP Funds

Each CWP Administrator will receive an allocation of funds which they may use to purchase from the list of CWP hardware and software offerings. CWP funds may only be used to purchase CWP products for eligible CWP recipient employees. CWP funds cannot be used to purchase any software or hardware not supported by the Office of Information Technologies or through vendors not contracted via Procurement Services.

Needs Based Methodology

It is the obligation of the CWP Administrators to assess employees' computing needs and distribute CWP resources accordingly.

One CWP System Per Eligible Employee

Each eligible employee may only have one CWP funded system at a time. Each CWP funded system must be ordered for a specific eligible CWP recipient and the order will only be processed with the intended employee's NetID assigned.

CWP Systems Are Intended for On Campus Use

Laptops, being the only exception (for occasional non-campus business use). No on-site installation or service calls will be made off campus by CWP technicians.

Faculty/Staff Renewal Period

The CWP funding model was designed to meet the computing needs of all eligible employees on a three year renewal basis for faculty, and a four year renewal basis for staff. This renewal basis is a key area for CWPA accountability and discretion.

Purchase Through ND Business Operations

The Procurement Services office, working in conjunction with the OIT, continually seeks the best price/performance choices available which follow OIT specifications. Procurement services oversees exclusive IT contracts between the University and its vendors. CWP funds may not be spent elsewhere.

Hardware and Software Recommendations

Distributed systems consists of hardware and software products approved for supportability by the Office of Information Technologies at Notre Dame. This hardware and software will follow manufacturer and vendor selections chosen by OIT, and IT contracts chosen by Procurement Services, on behalf of the University. Some minimum standards will be enforced by the CWP; i.e. included manufacturer warranty periods and/or a systems operating system (OS) version. Peripherals such as printers may not be purchased using CWP funds.

Enhancements, Upgrades

Academic/business units may use other funds to enhance the CWP system to suit their particular end-users' needs up and above their approved limit. Such changes however may affect the manufacturer's warranty and should be done so with the approval of the CWPA. Such split account investments does not change the ownership of the computer. All systems are the property of the CWP.

Trade-In of Older Computer Systems

One of the primary objectives of the Campus Workstation Program supported by the Officers of the University of Notre Dame is the creation of, and adherence to, a campus-wide minimum standard level of computing functionality. Older hardware and software is more costly to support and limits productivity by not being able to operate in full capacity, run the same applications, and share files used by others. In support of this objective, when receiving a new CWP system, the academic/business unit is required to trade in an older CWP system (beyond its CWP life-cycle) and, where none exists, encouraged to trade-in any other older, operating computer system. Systems traded in will be formatted and placed with the ND Surplus Property Program for private resale or recycling.

If a trade-in system is not returned by way of CWP, the CWP Recipient and CWP Administrator should understand that the Campus Workstation Program will no longer provide support services for that system; it becomes the sole liability of that recipient and that academic/business unit.

Eligibility

Who Is Eligible to Receive a CWP System?

Definition of Eligibility

To be eligible to receive a CWP system, an employee must meet the following Human Resources criteria:

General:

- Full Time
- Primary Position Only
- Some persons/departments are not eligible for CWP resources due to their funding model.

Regular Faculty:

- University Officers
- Anyone with an HR Appointment Type of AA (Academic Administrator), FA (Faculty), or LF (Library Faculty) and who is not Emeritus, Adjunct, Concurrent, Visiting, or Guest.

Staff:

- Staff/Administration are considered anyone with an HR Appointment Type of AD (Administration), GN (General), LB (Library), OC (Office Clerical), TN (Technical).

Determination of Criteria of Eligibility

The final determination mechanism used for an employee's eligibility for CWP is an extract of the University's Payroll database obtained from the University's Human Resources Department (the database extract used by CWP does not contain sensitive information).

The Officers of the University set the rules of eligibility criteria.

Ordering Procedures & Workflow

Before Ordering

Each CWP Administrator will have a list of eligible CWP recipients. This will be provided to them by the Campus Workstation Program (CWP) staff annually (each fiscal year) on behalf of Human Resources.

Each CWP Administrator will be given an allotment of funds to be spent that fiscal year on CWP approved systems. System selection is chosen from the current vendor contract in place with Procurement Services.

Choosing which approved systems are available can be done a number of ways. Primarily you will have Procurement Services and their Web site at your disposal, but you may also rely on consulting assistance from the following individuals: Jonathan Hall – Manager, Campus Workstation Program; or Daniel Brewer – Sr. IT Procurement Specialist, Procurement Services. Your CWP Administrator may also be able to assist you with determining what system fits you and your needs best.

Placing a Request for a CWP System

We ask that the CWP Administrator or their designee only submit a request for a new CWP system. The new order request should be made electronically to **cwp@nd.edu** so that each request can be associated with a time and date stamp. Order requests not submitted to this email address will be delayed. Each request should follow these steps:

1. Utilize one of the above mentioned Procurement Services Web sites or consulting contacts to prepare your system quotation or item information. Once this quote or item is selected, have the CWPA email it to **cwp@nd.edu**
2. Include in your email the following information
 - The subject line of the email should include CWP/(business unit name) and the CWP Recipient Name (i.e. CWP/OIT John Doe)
 - CWP Account number to be charged (the complete FOAPAL number)
 - The dollar amount to be charged to that CWP Account number
 - If the cost is split between accounts, provide account numbers and dollar amounts for each account
 - System Quote Name/Number or Item Part Number, manufacturer/vendor name and/or short description of item would be helpful if no quote exists
 - Any other information you feel is important to convey your order request clearly

Validating the Request

Upon receiving an order request, the CWP Coordinator will verify CWP recipient eligibility and that there are sufficient funds in the academic/business unit's budget account (this validation should also be "double-checked" by the CWPA prior to order submittal; the CWP Coordinator is not responsible for over-drawn accounts).

Upon such verification, the CWP Coordinator will:

1. Send a reply email to the CWPA confirming the receipt of the order request
2. The CWP Coordinator will process the order and act as your contact for order status.

CWP Recipient & CWP Administrator Responsibilities

1. Soon after a new CWP system order has been placed, the CWP Coordinator will make an on-site visit to the CWP Recipients location; this is known as a "Pre-Installation Visit". A "Pre-Installation Visit" with the recipient allows for any questions or installation request to be made prior to the actual day of installation. This visit usually takes 10–15 minutes so that the following information can be collected:
 - Existing system information — What needs to be kept from it and moved to the new system (data transfer, etc.)?
 - Recipient preferences — What does the user expect?
2. The gathered information is provided in advance to the service technician(s) that will be performing the on-site set-up and installation of your new CWP computer.

Installation of New System by Technicians

1. The installation date will be scheduled by the CWP Coordinator on or soon after the Pre-Installation visit has been completed.
2. Computer installations will vary in time based upon what needs to be done, but usually they are scheduled for 3 hours. The CWP recipient is asked to be present in order to provide input into the process, including passwords, last-minute preferences, and their signature approving work done.
3. The replaced machine, referred to as a trade-in, can be removed by the technician(s) unless other arrangements have been made with the recipient's department/business unit. Commonly, users prefer to purchase their old CWP machine; this is handled through ND Surplus Property and not through CWP.

Service & Technical Support

CWP Service & Technical Support

The pinnacle of the Campus Workstation Program is its technicians. They are our heartbeat and are at Notre Dame's service as needed. Initially, our technicians will install your new CWP system on-site at the CWP Recipient's request. If afterwards, the recipient develops any software or hardware related issues, they have multiple resources at their disposal. Please contact the appropriate service provider area below based on your issue and need:

First Line of Support:

- Seek assistance inside your academic/business unit first, it may be the preferred route for your area. For example, if your department has its own support staff, contact them first

Software or Network Issue:

- If you are having a software or network-connectivity related issue, such as an email or application problem; or an issue pertaining to your log-in or password; please contact the OIT Help Desk. The OIT Help Desk can support you quickly via phone support and usually resolve minor software issues quickly; they also can assist you in obtaining additional support by qualifying your issue and directing you to the appropriate area.

OIT Help Desk • 111 IT Center • 574-631-8111
<http://oit.nd.edu/helpdesk>

Hardware Issue:

- If you are having a hardware related issue, such as your unit no longer turns on or boots up; or you specifically get hardware errors; please contact or visit the OIT Service Department.

OIT Service Department • 103 IT Center • 574-631-7689
<http://oit.nd.edu/support/service>

Other Issues:

- If you are unsure of your issue or would like for us to direct you to assistance; please do not hesitate to contact the CWP office:

Jonathan Hall, Manager • 574-631-8292
Tessa McGann, Coordinator • 574-631-0585

Campus Workstation Program

Contact Information

Email: cwp@nd.edu for order requests, status, and general inquiries.

Web: <http://oit.nd.edu/equipment/cwp>

Campus Workstation Program Staff

- Jonathan Hall, Manager • 574-631-8292
- Tessa McGann, Coordinator • 574-631-0585
- Terry Hanyzewski, Sr. Field Service Technician
- David Lemanski, Sr. Field Service Technician
- Dennis Park, Sr. Field Service Technician

OIT & Service Resources

- OIT Service Department • 103 IT Center • 574-631-7689
- OIT Help Desk • 111 IT Center • 574-631-8111
- Procurement Services • 574-631-4BUY

Frequently Asked Questions

What is the goal of the Campus Workstation Program?

The goal of this program is to ensure a consistent and progressive computing environment at the University of Notre Dame by renewing the computing environment at a level commensurate with recent technology for communications and business productivity. It is not intended to cover highly specialized equipment or peripherals, such as lab equipment and servers.

Who is and who is not covered by the Campus Workstation Program?

To be eligible to receive a CWP system, an employee must meet certain criteria. This is outlined in the “Eligibility” section of this booklet.

What is the renewal cycle for workstations?

Eligible recipients are provided a new CWP system on a renewal cycle based on their status. This insures that the technology maintains current across campus and aligns with the goals of the program. The renewal cycle for eligible faculty is every 3 years; for eligible staff it is every 4 years.

How are CWP machines ordered?

After an employee is deemed eligible, the order process starts with their CWP Administrator (CWPA). The CWPA for an area works with the CWP program staff to manage that area’s allocated budget for that given fiscal year. The CWPA or their designate will email cwp@nd.edu with the order request. All CWP orders go through the program and not directly to Procurement Services. ProCard purchases are not eligible for CWP reimbursement. The CWP Manager and/or Coordinator will process the order request and make replies to confirm. Contact will then be made as necessary to the recipients for scheduling of pre-installation and installation visits. Refer to the “Ordering Procedures and Workflow” section of this booklet for additional information.

How will I receive my new CWP computer system?

Most computer systems are delivered to campus through common carriers such as UPS or FedEx, on occasion these carriers will deliver shipments directly to you or your main reception area, but most often all shipments are delivered to the University’s Central Receiving (CR) warehouse. CR is located on the north edge of campus along Douglas Road. CR staff will receive and process CWP shipments and will contact recipients by telephone to schedule delivery of their computer (Note that some orders will consist of multiple packages and will have multiple deliveries as a result if shipments arrive on separate days). All CWP shipments are tagged with a PINK instruction sheet containing instructions for the recipient once the complete system has arrived in the workspace.

What is a pre-installation visit?

Each CWP shipment is tagged with a PINK instruction sheet by Notre Dame Central Receiving. These instructions state for the CWP recipient to contact the CWP Coordinator once the complete system has arrived in their workspace to schedule their computer installation. The CWP Coordinator will perform a pre-installation visit before the scheduled installation to gather specific information regarding the CWP user, such as user preferences, applications used, printers used, and to verify network connectivity availability and space limitations. The pre-installation visit is a quick overview in which to gather information so that our technicians are prepared for the task and no time is wasted the day of the installation.

How to prepare for a pre-installation visit?

The recipient should be present at this visit. Here is a list of some of the items we inspect and make notes on for our technicians to reference before and during the installation:

- Make and model of computer system being replaced if any.
- What email client is preferred (email and address books will be transferred)?
- What Internet browser(s) is preferred (bookmarks/favorites will be transferred)?
- What applications are needed (Office 2003, Corporate Time, Acrobat Reader, etc.)?
- Printers used (How connected, location, IP address, etc.)?
- Any other peripheral devices (Palm, PocketPC, Scanner, etc.)?
- Where are files stored (back-ups) and what files need to be transferred?
- Is an Ethernet cable needed (Current category-rating, length ok)?
- Is a surge protector needed?

How do I back-up files? Will all my files be transferred?

Backing-up your data should be done regularly but certainly needs to be done when you transition to a new computer system. Data moved to a new system is just that, data, not the entire hard drive (don't need the old OS), or applications (these are installed from CD or downloaded, plus there are newer versions). Typically back-ups consist of the "My Documents" folder, your Internet "Favorites" folder, and email. Our technicians can assist with data transfer but having it ready to move is a plus. Try consolidating data into a main folder on the desktop for example, labeling it as "Data to Transfer". You may also wish to back-up this data to a removable media source, such as an external or network hard drive, CD-R/RW, or USB Flash Drive to insure it remains accessible after your old system is removed.

How long does the installation take?

Installations will vary based upon a number of circumstances. On average, installations take two hours from start to finish but could take more or less. We do ask for the recipient to remain accessible during the installation so that preferences and passwords can be confirmed. The user will be asked for a signature to verify receipt and to bring conclusion to the installation process. OIT will email a survey request to each CWP recipient to allow for feedback and comment based upon the services provided.

Should I unpack the system before the installation takes place?

CWP offers a complete in-office installation process. We understand users are excited about their new computer system; however, we do ask for users NOT to turn on the machine or load any preferences themselves. Some preferences cannot be changed once selected and more harm than good could be done to the system thus causing delays.

Does the recipient need to be present at the installation?

Yes. We do ask for the recipient to remain accessible during the installation so that preferences and passwords can be confirmed. The user will be asked for a signature to verify receipt and to bring conclusion to the installation process.

What happens to the replaced CWP workstation?

CWP computers are the property of CWP and the University, not the department. The program is meant to exchange one-for-one (one new computer in and one old computer out). Replaced systems are formatted by CWP technicians to remove any data and are given to the University's Surplus Property Program.

Can I purchase my old CWP workstation?

CWP does not handle the resale of computer systems. If the user wishes to purchase their outgoing CWP system, this is done through the University's Surplus Property Program.

Can I get a printer? What about software?

Peripherals such as printers, PDA's, iPODS, mp3 players, cell phones, and like accessories along with software not provided by the University may not be purchased using CWP funds.

Who should I call if I have a problem?

Please refer to the "Service and Technical Support" section of this booklet for additional information.

A complete guide to the Campus Workstation Program can be found on the web at <http://oit.nd.edu/equipment/cwp>.

