

GWUMC Computer Workstation Policies (rev. 3/27/03)

The Computer Application Support Services office (CASS) recognizes the importance of properly functioning computer equipment. To that end, we have developed a set of guidelines and policies to minimize computer downtime across the enterprise network.

CASS Approval of Computer and Other Network Devices

Any device that will be attached to the enterprise network must be approved by CASS. Failure to seek and obtain CASS approval will result in a device being barred from the network and CASS will refuse to service the device.

Currently, CASS maintains the following base policies on computer support:

- Dell OptiPlex machines with at least a Pentium II 233 mhz processor. No new celeron machines are being supported.
- Macintosh G3 and G4 machines are given limited support
- Windows 2000 or XP on all new or reformatted machines
- Windows 98 supported on existing machines that can't be upgraded

Current lists of detailed standard configurations for Dell Optiplex machines are available from CASS upon request. These standard configurations change on an almost weekly basis, so do not rely upon printed material for the most up to date information.

Network printers are also subject to approval from CASS.

The CASS Assessment form (required for all network-connected devices), is available at <http://inside.gwumc.edu/cass>.

Data Storage

In addition to the local hard drive (usually c:) computers on the enterprise network have access to network storage drives. All users have a private home directory (usually f:) and most users have one or more shared departmental drives (usually k:). All network drives are backed up nightly. **CASS strongly discourages users from storing critical data on the local hard drives** because those hard drives are not backed up nightly. Should a hard drive fail, all data contained on the drive will be lost and will be unrecoverable.

Network drive space is limited and should not be abused. Standard network disk space allotment is 50 MB. Please perform routine maintenance on your network data files to remove obsolete, irrelevant, or duplicated materials. Use removable media such as zip disks and CD-R disks to store material which must be saved but isn't accessed regularly.

Operating Systems

CASS supports the following operating systems: Microsoft Windows 95/98, 2000 Professional, and XP Professional and Macintosh OS 9 and X. **CASS does not support and will not allow users to operate Windows NT or 2000 Server or any other server OS on the enterprise network.** This policy includes the use of server components on approved operating systems: webservers, ftp servers, game servers, etc. are all forbidden. **If we discover any of these services operating, we will shut down the offending machine and contact GWU Network Security immediately.**

Standard Software Installation

When CASS performs a computer rollout, we install the following standard applications:

PC Baseline Rollout

- Windows 2000 or XP operating system
- Microsoft Office 2000 Professional (Word/Excel/Powerpoint/Access)

- Adobe Acrobat Reader
- Novell NetWare Client
- Novell GroupWise Client
- Proxy Host Control Panel

Additional Standard PC Applications as needed

- Netscape Communicator 4.7 or 4.8
- Oracle Jinitiator
- Banner 5

Macintosh Baseline Rollout

- Mac OS 9 or X (whichever came with the Mac; we don't have Mac OS licensing)
- Microsoft Office 2001 or X for the Macintosh
- Novell GroupWise Client for Mac

Non-standard Software Installation

All software installed on GWUMC machines must be licensed. Unlicensed software will be removed.

Because some users require specialized software (e.g. Adobe Photoshop) or have specialized equipment that requires additional software, CASS recognizes the need to deviate from the standard rollout under special circumstances. CASS will install nonstandard software only based upon a demonstrated occupational need for the software. Since these are nonstandard applications, GWUMC does not have a site license for the material and it must be purchased by the user or the department.

CASS will not install or troubleshoot nonstandard software that does not have demonstrated occupational need (e.g. WebShots).

Windows operating systems contain powerful components that are not installed as part of a standard rollout. These additional components open vulnerabilities to hackers and represent substantial security risks. Installation of additional windows components, including but not limited to IIS or ICS, is forbidden unless there is a demonstrated occupational need to use these services and prior approval in writing from CASS. **If we discover any services which we deem to be security risks operating, we will shut down the offending machine and contact GWU Network Security immediately.** For further information on this policy, please see <http://helpdesk.gwu.edu/helpdesk/misc/usercode.html>, item #9.