Hardware Standards for Desktops and Laptops

September 9, 2014
Why standardization?

- **Manage Total Cost of Ownership**
  - Consolidate and leverage purchasing power with vendors
  - Reduced “mean time of resolution” of support issues
  - Business class rather than consumer class systems yield better performance and have robust warranties

- **Improved productivity – Get customer systems back online quicker**
  - Greater proficiency resulting from supporting a defined portfolio of systems
  - Improved vendor support tiers
  - Business class systems are more compute intensive, resilient and stable
Research & Education Update

Mike Dewey
The Process

- Hardware vendors are reviewed every three years in a collaborative effort by all IT units at Rice.

- Existing standards (Dell and Apple) are reviewed and/or refreshed every 6 months to keep pace with changing technology.

- Process has been in place for the last 18 months with positive reviews.

- There is an exception process for specialized needs. Requires approval from the Vice Provost of Information Technology or an approved designee.
Questions/ Comments