

Service Workstation Guidelines

PURPOSE: Provide guidelines to those working with proposals for installation or replacement of service workstations.

1. A service workstation is a computer that is not assigned to an individual as a primary personal productivity tool, but is installed in a work area for a specified purpose.
2. Service workstations are tracked as assets on the IT department computer inventory system.
3. Common purposes include:
 - 3.1. Service desk application where software needs to be always on
 - 3.2. Student Banner Menu access where we want to limit login to the office location
 - 3.3. Student work with confidential documents where we want to limit login to the office location
 - 3.4. Student use of specialized software that shouldn't be installed on a student laptop
4. Departments may request of the IT department, the installation or replacement of a service workstation. A brief explanation of the proposed application is required.
5. If the proposed application is not more effectively met by use of other tools, the IT department will offer to schedule installation of a computer that has been taken out of service as part of the four-year replacement cycle for faculty and staff.
6. If the department does not believe the offered computer is adequate and wishes to install another configuration, the IT department will assist with the purchase of a new computer configuration, using funds provided by the department.
7. If the department desires a non-standard computer configuration, the request will be reviewed by the IT department Director of Customer Service and will be authorized or denied based on the rationale and on the availability of the IT department's resources.