

Provision of Computer Resources and Software within the Common Use Environment Policy

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Description	This document outlines Griffith University's policy in relation to hardware standards and access to and availability of software and other resources in the common use computing environment.

Related documents

[Information Technology Code of Practice](#)

[\[Definitions\]](#) [\[Common use hardware\]](#) [\[Common use software\]](#) [\[Communication\]](#)

1. DEFINITIONS

- 1.1 **Common use computing environment** in this context refers to the hardware and software contained within common use areas managed by Information Services, in buildings owned or under the control of the University. These common areas include libraries, Learning Centres and computer laboratories and if designated as bookable, are available for booking by any Element through the University's central room booking system. Access to computers in common-use computer laboratories and learning centres is for undergraduate and postgraduate coursework students only.
- 1.2 **Common hardware profile** in this context refers to the uniformity and standard of equipment within individual common use facilities.
- 1.3 **Common software base image** in this context refers to the uniform suite of operating system, software packages and application plug-ins and patches which are deployed to all common use computers.
- 1.4 **Concurrent Licenses** in this context refers to the number of instances of a software application which are legally permitted to be deployed and used at one time.
- 1.5 **Pre-Executable Environment or PXE** refers to the capability of the network card to deploy files including software updates onto the hard-drive prior to the computer booting up onto the network.
- 1.6 **Specialist software** in this context refers to any software available in the common use environment which is not part of the common software base image.

2. COMMON USE HARDWARE

Information Services (INS) is responsible for the provision and maintenance of computers in common use facilities. These computers are based on a Windows PC architecture and are registered on the INS asset register.

All computers are under vendor warranty and are on a scheduled replacement cycle.

Computers within a single facility have an identical hardware profile and must have Pre-Executable Environment (PXE) boot capability and use software designed to manage the security of the desktop environment. They must only be connected onto the common use data network and use the common use authentication system.

The only acceptable peripherals are mouse, keyboard and monitor and all printers are networked and managed through Student Printing Services.

3. COMMON USE SOFTWARE

3.1 Base image software

Every common use computer has a common base image which is deployed at scheduled times during the year.

The common base image will be deployed the week prior to the start of each trimester. Requests for software to be included in the common base image must be received by ITS/Personal Technology Services:

- 8 weeks prior to the start of Trimester 1;
- 4 weeks prior to the start of Trimester 2;
- 2 weeks prior to the start of Trimester 3.

To qualify for inclusion in the base image, software must be:

- Currently licensed for concurrent use on all common-use computers at all campuses;
- Compatible with the common use operating system;
- Of relevance to most elements in the University and be used for teaching at all or a majority of campuses;
- Registered with and delivered to Software Services by the due date for each new deployment; and
- Functionally tested through ITS/Personal Technology Services.

3.2 Specialist software

Any software that does not satisfy base Image requirements is considered specialist software.

Availability in the common use environment is subject to specialist software being:

- Legally and currently licensed to the University. If the University does not have sufficient legal current licenses then it is the responsibility of the requesting Element to purchase them;
- Compatible with the common use base image;
- Registered with and delivered to Software Services by the due date for each new deployment;
- Functionally tested through ITS/Personal Technology Services; and
- Unavailable through dedicated school computer laboratories.

Unregistered shareware will not be made available in the common use environment.

INS reserves the right to determine the optimal means of deploying software based on the operational requirements of the common use environment.

INS also reserves the right to refuse to deploy specialist software if it believes the above conditions have not been met.

Elements will be charged for any costs associated with making specialist software available in the common use environment. These costs include (but are not limited to):

- License and media costs.

- Support hours required to install and configure the software.
- Any associated requirements for the functioning of the software.

Software must be deployed in conjunction with the base image unless otherwise negotiated. Such negotiations may include a cost to the Element making the request.

Software that does not satisfy the above requirements can still be accepted on the approval of the Director, Information Technology Services.

3.3 Other material

INS reserves the right to approve any material appearing on common use computers such as screensavers, announcements on the common use web home page, etc. Such material will appear at the discretion of the Director, Information Technology Services.

Any screensavers or other promotional material displayed within common use facilities must be of relevance to the University's student group as a whole and must adhere to the Information Technology Code of Practice.

4. COMMUNICATION

INS is responsible for notifying academic staff of deadlines for making requests for inclusion of software in the common base image.

Academic staff will be notified of these deadlines by email. This email communication will be repeated on at least two occasions prior to the pre-determined deadlines.

Trimester deadlines will also be published on the INS website / newsletter prior to the start of the academic year.