

# Standard Operating Environment for Staff Desktop Computers Policy

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<b>Description</b>	This document describes the Standard Operating Environment (SOE) for a staff desktop computer at Griffith University. The SOE covers hardware architecture, operating systems and application software.

## Related documents

[Use of Griffith University Information Technology Resources Code of Practice](#)  
[Software Services](#)

[\[Definitions\]](#) [\[Introduction\]](#) [\[Scope\]](#) [\[SOE for Hardware\]](#) [\[SOE for Software\]](#) [\[Communication\]](#)

## 1. DEFINITIONS

A Standard Operating Environment (SOE) comprises the following components:

- a software base image that is used for deployment across university staff desktop computers. The image includes the operating system, the standard connection software and security settings used at Griffith University and a predefined set of University enterprise wide applications.
- a standard hardware configuration for deployment to multiple users at Griffith University.

## 2. INTRODUCTION

The Griffith University environment is not conducive to a rigid Standard Operating Environment (SOE) policy restricting what software can be installed, or "locking down" computers to prevent alteration to system settings. To allow flexibility for academic and research purposes while still maintaining a degree of consistency across the University, the Division of Information Services (INS) has developed a list of standard software applications that can be purchased and installed on staff desktop computers on request. These standard software applications have been tested against the SOE configurations and come with various levels of support.

A list of standard software applications currently available from Software Services.

## 3. SCOPE

The scope of this policy includes all staff desktop computers, notebooks and software that are Griffith University assets, and are to be used in the Microsoft Windows, Apple Macintosh and Linux environments.

## 4. SOE FOR HARDWARE

The Division of Information Services (INS) defines and maintains a list of hardware standards (including models and minimum configurations) for staff desktop computers and notebooks. The hardware standards are published on the INS website at: <https://intranet.secure.griffith.edu.au/computing/desktop-support/installation> and are reviewed at least twice yearly.

Staff desktop computers and notebooks are sourced from pre-qualified suppliers using fixed-term contractual arrangements. INS manages the selection of pre-qualified suppliers through a tender process with involvement from the Office of Planning and Financial Services.

Requests for purchasing hardware outside the University's pre-qualified supplier agreements are considered where there is a demonstrated business, research or academic requirement. These purchase requests require the prior approval of the Chief Technology Officer. It should be noted that while other hardware purchases are considered, compatibility with the Griffith University infrastructure and systems is not guaranteed.

Personal equipment may be connected to the University network, subject to the approval of the Chief Technology Officer. Requesters must first complete the Authority to Grant non-Griffith Assets Access to GU Network.

Any personal equipment connecting to the University computing network is required to have acceptable security and infrastructure standards including:

- A secure administrator password;
- File and print sharing disabled;
- Limited access to operating system features that allows access to and from other users' computers (eg, Netmeeting, proxy access); and
- Adequate virus protection.

INS does not provide support for personal equipment (including the loading of software) other than the provision of advice in relation to the use of Griffith wireless and dial-up facilities.

SOE base images are no longer maintained once the hardware has reached its end-of-life cycle (normally a 3 to 4 year period).

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## 5. SOE FOR SOFTWARE

The designated platform for the provision of the SOE configuration is the Microsoft Windows operating system. A SOE definition is maintained for the Windows operating system and includes the operating system, University standard utilities and University enterprise wide applications.

While the designated platform is the Microsoft Windows environment, a SOE definition is also provided for the Apple Macintosh operating platform, and will be provided for the Linux operating platform in the future.

University wide applications are purchased or designed to operate on the Microsoft Windows SOE as a minimum requirement. Reasonable consideration is given for University wide applications to be compatible with non-Microsoft Windows SOE configurations, however no guarantees can be made in this respect. Alternative technologies, such as Citrix or portal technologies are used to deploy these University wide applications where it is both practical and justified to do so.

INS is responsible for the definition of the SOE for each platform. The SOE definition is published on the Software Services web site, and is reviewed twice yearly at least.

University Elements may have an occasional need to utilise operating system environments other than the Microsoft Windows Environment. In these instances it is the responsibility of the Element concerned to ensure staff and students have access to University systems, as needed.

All Elements are responsible for ensuring compliance with software licensing conditions on Griffith University computers. INS is responsible for keeping an adequate record of licenses in use. This

includes auditing software on desktop hardware from time to time to confirm all software is licensed and there are no breaches of copyright.

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## **6. COMMUNICATION**

SOE hardware and software configurations are communicated to the Griffith community via the Software Services website.

INS is responsible for listing any changes to SOE hardware and software configurations on the Software Services website.

Updates to existing software configurations are available via Software Services.