

The University Laptop Program provides various levels of support and training for software applications depending on the needs of the user. Software applications are not limited to software installed on client computers, servers or presented to users as web based applications. Below are definitions of support provided by University Laptop Program.

1. Training will be provided for standard software packages at the University Laptop Program office located in Adams Hall
2. **Approved Discipline/Department Specific Software and Hardware:**
 - The University Laptop Program will attempt to maintain a published list of Discipline/Department Specific software packages.
 - The user or department can install any software that manufacturer's state will work with institutional published standards concerning current operating system and network protocols. Any support for such products need to be independent of the University Laptop Program.
3. **Unapproved Software/Hardware**
 - If the user installs software and/or hardware, and it interferes with the computer's operation; and institutional support is required, the University Laptop Program will remove the non-standard products and return the system to its original state. During this refresh to a standard level of performance, the University Laptop Program will concentrate on preventing any loss of personal data, but no guarantees can be made.

Tier Definitions:

- **Tier 1 - Enterprise wide, standard software application packages for institutionally owned computers. This is the basic or "standard image" installed on all computers regardless of location and discipline. Software applications provided in this tier are:**
 - Maintenance and support is budgeted and paid for by the University Laptop Program
 - Installed by University Laptop Program, or through self-install process
 - Maintained and supported by the University Laptop Program
 - Training provided by the University Laptop Program
- **Tier 2 - Specialized software applications required by department**
 - Purchased by customer through the University Laptop Program
 - Software pickup was facilitated by the University Laptop Program
 - Installed by University Laptop Program
 - Maintained and supported by department specialists
 - If no such specialist exists for your department limited support will be provided by the University Laptop Program such as, reinstalling program, removal of program, and providing suggested methods/resources¹ to resolve issue.
 - Training by department
- **Tier 3 - Any software not supplied and installed by the University Laptop Program**
 - Any software that is not installed by the University Laptop Program

¹ Resources refers to online articles, support numbers, or forums that may provide a solution to the issue. The University Laptop Program will NOT attempt any fixes obtained from these resources to resolve the reported problem.

- SUPPORT for this software will not be provided in anyway by the University Laptop Program

Software Standards:

The following software standards are intended to be used in conjunction with the Academic Technology Responsibility Position Paper.

- Tier 1. Standard packages for institutionally owned computers:
 - APPROVED Microsoft Office Applications
 - Acrobat Reader
 - Internet Explorer (PC)
 - Mozilla Firefox (PC and Apple)
 - Apple Safari (Apple)
 - Norton Antivirus (Apple, PC)
 - WSFTP (PC)
 - EndNote (PC, Apple)
 - Faculty training and support through Faculty Development
 - Student training and support through faculty member requiring application
 - Microsoft OneNote (PC)
 - Windows (PC)
 - RecordNow (PC)
 - RealPlayer (PC, Apple)
- Tier 2. Specialized applications required by task to be performed.
 - Adobe Graphics Packages/Photoshop
 - Adobe Acrobat
 - Dreamweaver
 - Microsoft FrontPage
 - Microsoft Project
 - Microsoft Visio
 - QuarkXPress
 - Logic Pro
 - Wheels
 - Adobe Type Classic
- Tier 3. Any software not supplied and installed by the University Laptop Program
 - Peer to Peer file sharing Program
 - Video Games
 - Instant Messaging clients not provided by the University Laptop Program or APU
 - Examples of tier 3 software:
 - Limewire
 - Kazaa
 - Counter Strike
 - GAIM