

Holy Cross Information Technology Standards

March 2007

Architectural Standards

| | General Category | Adopted Standard – Full Support | transition | Approved Exceptions – (full support in specific context) | Investigating | Last Review Date | Level 1 Support | Level 2 Support | Level 3 Support |
|-----|--------------------------|--|-----------------------|--|---------------|------------------|-----------------|----------------------------|-----------------|
| 1 | Servers | Sun/Solaris – DB/ERP/CMS NetWare – File, print Netware - email Linux Red Hat AS 4 | -> -> < | SuSE – email gateways W2K3 – Vendor products as required. | | 3/29/07 | Help Desk | NOS | Vendor |
| 1.1 | Virtualization | VMWare Server | | | Xen | 3/29/07 | NOS | NOS | Vendor |
| 2.1 | Database – Server/client | Server: Oracle 9.2.0.x, Enterprise, Sun Oracle 10g Client: Oracle 9.2.0.8 | -> | Oracle 8.1.7.x SQL Server(contexts?), Informix (FoodPro) MySQL (open source apps as required) | | 3/29/07 | Help Desk | DBA or Application Support | DBA |
| 2.2 | Database – Desktop | Access | | None | | 3/29/07 | Help Desk | Desktop Support | DBA or NOS |
| 3.1 | Directory Services | eDirectory 8.7 | | | | 3/29/07 | Help Desk | NOS | Vendor |
| 3.2 | Authorization Method | LDAP 3.1 | | None | | 3/29/07 | Help Desk | NOS | Vendor |
| 4 | File services | Novell NetWare 6.5 SP5 Mac OS 10 Unix/Sun Linux Red Hat AS 4.0 | -> -< | SuSE 10 | | 3/29/07 | Help Desk | NOS | Vendor |
| 5 | Print services | Novell NDPS direct lpr | | | | 3/29/07 | Help Desk | NOS | Vendor |
| 6. | DHCP– IP Addressing | Linux – NetReg 3.1 | | None | | 3/29/07 | Help Desk | NOS | Vendor |
| 7 | Storage | EMC Clariion | | Local disk for application servers (Westboro). | | 3/29/07 | NOC Operations | NOS | Vendor |

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| 8 | Printers | Hewlett-Packard | | Compaq, Canon IR4000 (Alumni, Math), Troy check printer, Lexmark, Epson validator | | 3/29/07 | Help Desk | Desktop Support | Vendor or NOS |
| 9.1 | Web - Server | Apache | | IIS (vendor apps)(eres, menus, ca unicenter) BEA WebLogic (PeopleSoft) Mac (Cyberprod) | | 3/29/07 | Help Desk | Web Services/ NOS/DBA | Vendor |
| 9.2 | Web - Development | Java 1.4 XML, HTML Flash RSS | ← | Java 1.5 .Net (eRes) Php | Ruby on Rails | 3/29/07 | Web Services | Vendor | |
| 9.3 | Web – Composing | MediaSurface – Dynamic content & all top level institutional Dreamweaver MX 2004 (static content) | ← | Dreamweaver 8.0 | | 3/29/07 | Help Desk | Web Development | Vendor |
| 9.4 | Web – Application Server (java) | Tomcat 4.1 | ← | Tomcat 5.5 ← Vendor delivered. BEA weblogic (PeopleSoft), JRun websphere (kronos), Oracle (Famis) | | 3/29/07 | | | |
| 10 | Business apps- platform and OS. | Refer to Applications Inventory for complete list (ASAG) | | Refer to Applications Inventory for complete list. | | 3/29/07 | Help Desk | Application Support | Vendor |
| 11 | Firewall | Cisco FWSM | | None | | 3/29/07 | Help Desk | NOS | Vendor |
| 12 | Networking switches | Cisco | | 3COM intellijack as needed | | 3/29/07 | Help Desk | NOS | Vendor |
| 13 | Copper wire | CAT 6 | | None | | 3/29/07 | NOS | Physical Plant | Vendor |
| 14 | Fiber | Multimode, single mode | | None | | 3/29/07 | NOS | Physical Plant | Vendor |
| 15 | Desktop O/S | Win2K, Win XP, OS X | | Linux Red Hat AS 4.0 (Math, ITS, Physics) SunRays (Math, Physics, ITS, Kiosks) Win 98→ | Vista | 3/29/07 | Help Desk | 1 st tier Desktop Support | 2 nd tier Desktop Support |
| 16 | Office suite & related | Microsoft Office XP, project 2003, Office for OSX | | Office 2003, Office 2007 Open Office (Math, ITS, Physics) | | 3/29/07 | Help Desk | 1 st tier Desktop Support | 2 nd tier Desktop Support |
| 17 | Mail – post office | Novell GroupWise 7.0 | | Postfix (Math, Email scanning) | | 3/29/07 | Help Desk | NOS | Vendor |
| 18 | Mail – client | GroupWise 7.0 (Win, Mac, Linux), GroupWise WebAccess 7.0 | | MacMail | | 3/29/07 | Help Desk | 1 st tier Desktop Support | 2 nd tier Desktop |

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|------|--|--|---|---|---------------------------------|---------|-----------------|--------------------------------------|--------------------------------------|
| | | | | | | | | | Support |
| 19 | Internet Browser | Internet Explorer (IE) 6 Firefox 1.5 Safari (Mac) | ← | IE 7 IE 5(→) | | 3/29/07 | Help Desk | 1 st tier Desktop Support | 2 nd tier Desktop Support |
| 20 | Protocol | TCP/IP | | DecNet, Appletalk | | 3/29/07 | Help Desk | Desktop Support | NOS |
| 21 | Network cards | 3Com (workstations), Intel/broadcom (servers), Apple (Mac) | | Integrated vendor cards | | 3/29/07 | Help Desk | Desktop Support | Vendor |
| 22 | Wireless – receivers and cards. | Dell/Oronoco/Airport cards, Cisco Aironet WAP devices | | | | 3/29/07 | Help Desk | Desktop Support | NOS |
| 23 | Query Tools and Report Writers (General) | Brio, SQR, Crystal | | nVision, PeopleSoft Query, (Psoft) impromptu | | 3/29/07 | Depart. Liaison | Application Support | Vendor |
| 24.1 | ERP | PeopleSoft 8.x | ← | PeopleSoft 9.x | | 3/29/07 | Help Desk | Application Support | Vendor |
| 24.2 | ERP - development | PeopleTools | | PowerBuilder for Alumni C/S | | 3/29/07 | Help Desk | Application Support | Vendor |
| 25 | Course Management | Blackboard 6.3.1 | | Ed Tech and faculty-developed BB 7.2 | Moodle | 3/29/07 | Help Desk | Application Support | Vendor |
| 26 | DataMoving | SQR, XML | | Cognos DecisionStream (Psoft) Snapshot (Web Services) | | 3/29/07 | App Support | Vendor | |
| 27 | Encryption | SSL (Entrust certificates) | | | | 3/29/07 | Help Desk | NOS | Vendor |
| 28 | Scanners | HP Scanjet | | Vendor specific (e.g. Fujitsu) | | 3/29/07 | Help Desk | Desktop Support | Vendor |
| 29 | Handheld devices | Treo, Palm | | Mindspring, iPaq | | 3/29/07 | | | |
| 30 | Thin clients | Sun rays | | | | 3/29/07 | Help Desk | NOS | Vendor |
| 31 | Data Warehousing | | ← | Decision Stream (Psoft) | Oracle Warehouse Builder | 3/29/07 | Help Desk | Application Support | Vendor |
| 32 | eTransactions | PayPal/Verisign for credit card processing | | | | 3/29/07 | Help Desk | Applications Support | Vendor |
| 33 | Multifunction devices | HP | | Xerox | | 3/29/07 | Help Desk | Applications Support | Vendor |
| 34.1 | Streaming Audio CODECs | RM (RealMedia) | | | WMA, MPEG-4 Audio (M4A, iTunes) | 4/5/07 | Helpdesk | A/V | NOS |
| 34.2 | Streaming Audio | | | | | 4/5/07 | A/V | NOS | Vendor |

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|------|----------------------------------|--|----|--|----------------------------|--------|----------|-----------------|--------|
| | Appliances | | | | | | | | |
| 34.3 | Streaming Audio Servers | Helix (RealMedia) | | | Quicktime Streaming Server | 4/5/07 | NOS | NOS | Vendor |
| 34.4 | Streaming Audio Encoders | Real Producer | | | | 4/5/07 | A/V | NOS | Vendor |
| 34.5 | Streaming Audio Clients | Real Media Player, QuickTime, Windows Media Player | | | | 4/5/07 | Helpdesk | Desktop Support | A/V |
| 35.1 | Streaming Video CODECs | RM (RealMedia) | | MPEG-2, MPEG-4 | | 4/5/07 | Helpdesk | A/V | NOS |
| 35.2 | Streaming Video Appliances | Axis (MPEG-2) | | TriCaster (NewTek) | Axis (MPEG-4) | 4/5/07 | A/V | NOS | Vendor |
| 35.3 | Streaming Video Servers | Helix (RealMedia) | | TriCaster (NewTek) | Quicktime Streaming Server | 4/5/07 | A/V | NOS | Vendor |
| 35.4 | Streaming Video Encoders | Real Producer | | TriCaster (NewTek) | | 4/5/07 | A/V | NOS | Vendor |
| 35.5 | Streaming Video Clients | RealPlayer, QuickTime, Windows Media Player | | Axis appliances | | 4/5/07 | Helpdesk | Desktop Support | A/V |
| 36 | Downloadable Audio CODECs | MP3 | <- | WAV, WMA (WAV or AIFF used for archival or scientific material) | MPEG-4 Audio (M4A, iTunes) | 4/5/07 | Helpdesk | A/V | A/V |
| 37 | Downloadable Video CODECs | MPEG-2, MPEG-4 | <- | MPEG-1, WMV (DVstream used for archival material) | | 4/5/07 | Helpdesk | A/V | A/V |
| 38 | Classroom A/V Management/Control | Extron (MLC Series) | | Crestron | AMX, SP Controls, Xantec | 4/5/07 | A/V | Helpdesk | A/V |
| 39 | Blog | Wordpress | | | | | HelpDesk | NOS/AppDev | ? |

*Note: All exceptions must be coordinated with ITS prior to entering vendor contracts to determine subsequent support level agreements.

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