

Holy Cross Information Technology Standards

June 2009

	General Category	Adopted Standard – Full Support	transit ion	Approved Exceptions – (full support in specific context)	Investig ating	Last Review Date	Level 1 Support	Level 2 Support	Level 3 Support
1	Servers	Sun/Solaris – DB/ERP/CMS NetWare – File, print, email Linux Red Hat AS 4 DB/ERP/CMS/Internet SuSE 10 – email gateways	→ ←	Win 2003 – Vendor products as required.		6/3/09	Help Desk	NOS	Vendor
1.1	Virtualization	VMWare Server Virtuozzo			Xen	6/3/09	NOS	NOS	Vendor
2	Database – Server	Server: Oracle 9.2.0.x, Enterprise, Sun Oracle 10g MySQL (open source apps as required) Client: Oracle 9.2.0.8	→	SQL Server(armsdata, dsx,eres), Informix (FoodPro)		6/3/09	Help Desk	DBA or Application Support	DBA
3.1	Directory Services	eDirectory 8.7			AD OpenDir	6/3/09	Help Desk	NOS	Vendor
3.2	Authorization Method	LDAP 3.1		None		6/3/09	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		6/3/09	Help Desk	NOS	Vendor
5	Print services	Novell iPrint, direct lpr				6/3/09	Help Desk	NOS	Vendor
6	Storage	EMC Clariion		Local Disk (Sun / Mac)		6/3/09	NOC Operations	NOS	Vendor
7	Printers	Hewlett-Packard		Troy check printer, Lexmark, Epson validator		6/3/09	Help Desk	Desktop Support	Vendor or NOS
8	Multifunction devices	HP Xerox		Canon IR4000 (Alumni, Math)		6/3/09	Help Desk	Desktop Support	Vendor
9.1	Web - Server	Apache		IIS (vendor apps)(eres, menus) BEA WebLogic (PSoft) Mac (Cyberprod)		6/3/09	Help Desk	Web Services/ NOS/DBA	Vendor
9.2	Web -	Java 1.5, Ruby, XML, XHTML, RSS		.Net (eRes), Php (wiki,		6/3/09	Web	Vendor	

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	Development			blog, moodle), Flash			Services		
9.3	Web – Composing	Drupal MediaSurface Dreamweaver 8.0 up (static content)	→		CS3	6/3/09	Help Desk	Web Development	Vendor
9.4	Web – Application Server	Tomcat 5.5 Tomcat 4.1 Rails	→	Vendor delivered. BEA weblogic (PeopleSoft), JRun websphere (kronos), Oracle (Famis) Tomcat 6 (ImageNow)		6/3/09			
9.5	Blog	WordpressMu/Moodle				6/3/09	HelpDesk	NOS/AppDev	?
9.6	Wiki	Mediawiki/Moodle				6/3/09	HelpDesk	NOS/AppDev	?
10	Business apps- platform and OS.	Refer to Applications Inventory for complete list (ASAG)		Refer to Applications Inventory for complete list.		6/3/09	Help Desk	Application Support	Vendor
12	Network switches	Cisco		3COM intellijack as needed		6/3/09	Help Desk	NOS	Vendor
15	Desktop O/S	Win XP, OS X	←	Vista, Win2K Linux Red Hat AS 4.0 SunRays		6/3/09	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 2007, Office 2008 for Mac., Access		Office 2003, Open Office		6/3/09	Help Desk	1 st tier Desktop Support	2 nd tier Desktop Support
17	Mail – post office	Novell GroupWise 8.0		Postfix (Math, Email scanning)		6/3/09	Help Desk	NOS	Vendor
18	Mail – client	GroupWise 7.0 (Win, Mac, Linux), GroupWise WebAccess 8.0, GroupWise 8		MacMail IMAP Clients (e.g. Outlook)		6/3/09	Help Desk	1 st tier Desktop Support	2 nd tier Desktop Support
19	Internet Browser	Internet Explorer (IE) IE 7 Firefox 2, 3, Safari (Mac)	←		IE 8	6/3/09	Help Desk	1 st tier Desktop Support	2 nd tier Desktop Support
23	Query Tools and Report Writers (General)	Brio, SQR, Crystal		nVision, PeopleSoft Query, (Psoft), impromptu	Jasper	6/3/09	Depart. Liaison	Application Support	Vendor
24.1	ERP	PeopleSoft 8.9 HR, 9.0 Finance, 9.0 Student Advance C/S				6/3/09	Help Desk	Application Support	Vendor
24.2	ERP - development	PeopleTools		PowerBuilder -Advance C/S		6/3/09	Help Desk	Application Support	Vendor
25	Course Management	Moodle 1.95		Ed Tech and faculty-developed		6/3/09	Help Desk	Application Support	Vendor
26	DataMoving	SQR, XML				6/3/09	App Support	Vendor	

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27	Encryption	SSL (Entrust certificates)				6/3/09	Help Desk	NOS	Vendor
28	Scanners	HP Scanjet		Vendor specific (e.g. Fujitsu)		6/3/09	Help Desk	Desktop Support	Vendor
29	Handheld devices	Palm, Blackberry		Treo iPhone (best effort)		6/3/09			
30	Thin clients	Sun rays	←	Dell MSTS/LTSP Client		6/3/09	Help Desk	NOS	Vendor
31	Data Warehousing	Pentaho		Decision Stream (Psoft)		6/3/09	Help Desk	Application Support	Vendor
32	eTransactions	PayPal/Verisign for credit card processing				6/3/09	Help Desk	Applications Support	Vendor
34.1	Streaming Audio	Flash (FLA, FLV)			WMA, MPEG-4 Audio (M4A, iTunes), quicktime	6/3/09	Helpdesk	A/V	NOS
34.2	Streaming Audio Clients	Flash, QuickTime, Windows Media Player	→	Real Media Player (when required)		6/3/09	Helpdesk	Desktop Support	A/V
35.1	Streaming Video	MPEG-4, Flash (FLV), Axis		MPEG-2, RM (RealMedia), WMV, Tricaster, Helix	Axis, Quicktime	6/3/09	Helpdesk	A/V	NOS
35.2	Streaming Video Clients	Flash (in browser), QuickTime, Windows Media Player	→	Axis appliances. (RealPlayer (when required))		6/3/09	Helpdesk	Desktop Support	A/V
38.1	A/V Management	Extron		Crestron		6/3/09	A/V	Helpdesk	A/V
39.1	Videoconferencing	H.323 (PolyCom), H.320 (NEC)				6/3/09	A/V	Helpdesk	Vendor
40	Desktop Videoconferencing	Skype				6/3/09	Helpdesk	Desktop Support	
41	Desktop VideoConference Cameras	Logitech QuickCam Connect		built-in laptop/all-in-one desktop cameras (e.g. iSight)		6/3/09	Helpdesk	Desktop Support	A/V
44	Digital Signage	PowerPoint, in-house design.		Vendor-Specific Solutions (e.g. Smith Labs)		6/3/09	Helpdesk	Desktop Support	A/V
	Wireless Protocol	802.11n				6/3/09	Helpdesk	NOS	Vendor

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

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