

College of Engineering Workstation Support Policies

Draft Proposal 7.12.2006
Updated Nov 22,2006
Updated Jan 10,2007

Workstation Policies

This document describes the workstation support model that the Mosaic Computing group provides to the COE.

The primary mission of the Mosaic Computing group is to:

1. Provide outstanding computing services to the COE students to meet their engineering and engineering technology coursework requirements. This entails:
 - a. Access by undergraduate and graduate students to accessible computer labs with state-of-the-art Mosaic workstations and a rich set of engineering applications.
 - b. Classrooms support with Mosaic services.
 - c. Remote access to Mosaic computing services.
 - d. Support each faculty and staff member in the COE with a Mosaic workstation, software applications, tools and utilities.

To fulfill this mission, Mosaic Computing provides labs and classrooms with engineering class Mosaic workstations that run the rich set of installed applications for all the engineering disciplines. Faculty and staff are provided with a single supported Mosaic workstation that is considered their primary Mosaic workstation. A primary Mosaic workstation is supported by the Mosaic Computing group and will be replaced when Mosaic Computing can no longer support and maintain the workstation. A primary warranted and supported Mosaic workstation cannot be reallocated by the faculty and staff.

Secondary Mosaic workstation allocated or acquired by faculty and staff to support funded and unfunded research, graduate students, multi-home offices and special needs are the responsibility of the department to replace when these workstations reach their end of life due to the following:

1. They cannot run under the current Mosaic supported architecture.
2. The system is no longer serviceable because the manufacturer warranty has expired.

If a secondary workstation is to be Mosaic based and supported (software and hardware), then it must be compliant with Mosaic specifications. A Mosaic secondary workstation will be supported by the Mosaic Computing Group so long as it is under warranty and compliant with Mosaic requirements. These workstations fall outside of the Mosaic Computing's primary mission, and replacing these workstations will be the responsibility of the department, unit or primary investigator.

Non-Mosaic workstations are not supported by the Mosaic group. These type of workstations become the department's responsibility to maintain, support and replace. In the case of a PC with Windows as the OS, a COE department person will need to work with ITS to get the PC OS distribution, MS Office, NAV (Norton Anti Virus) and any other software required by ITS. The software installation and maintenance will be the COE department's responsibility. The department will need to handle the installation of any drivers, setup and configuration of the PC. Mosaic Computing will not support the PC OS or any application software on this workstation. The Mosaic group will provide guidance and consultation in the following areas to a faculty or staff member who needs a non-Mosaic workstation:

1. Recommended hardware configuration and vendor offering.
2. Recommended version of the Operating System.
3. Required campus licensed software and how to retrieve this for installation.
4. Available campus licensed software and how to retrieve this for installation.
5. Procedures and processes to enable the workstation to integrate with the Mosaic Computing services (file space, printing, MosaicAnywhere).
6. Best practices on the workstation

Mosaic Computing may have an inventory of workstations (new or used) that are warranted and supported and may be available for secondary allocation. Charges may be imposed for these workstations and will be based on the current inventory of workstations and the prevailing price list. A Mosaic workstation allocated on a secondary basis will be supported by the Mosaic Computing Group. The COE department will be responsible for the future replacement of these secondary Mosaic workstations due to an expired warranty or the inability of the workstation to be supported as a Mosaic system. A secondary warranted and supported Mosaic workstation is the responsibility of the department and can be reallocated by the department providing an email is sent to mlc@uncc.edu with the request to re-allocate the workstation.

Mosaic Computing offers several options for disposition of secondary workstations that are no longer warranted or compliant with Mosaic requirements. These “to be disposed” systems will not be available for reallocation from the Mosaic Computing Group. The options available to a department are the following:

- A. Let Mosaic Computing know (email mlc@uncc.edu) that you want to remove these systems from your department and arrangements will be made for the pick up and disposition of these systems.
- B. The Secondary Mosaic Workstation may be converted to a non-Mosaic workstation if the department decides to go down this path. This is the process we have defined for handling this:

Submit the info in Steps 1 & 2 below and allow up to 1 week for the conversion:

1. Submit to Mosaic Computing a completed Equipment Transfer Form filled out and signed by the UNCC Faculty/Staff person who will be responsible for the equipment. Any request not completed by a Faculty or Staff member will not be processed. This person will become the contact person for Inventory Control and will be responsible for accounting for the equipment at the yearly inventory audit process.
2. Submit an email request for conversion with the following info to:

rhodes@uncc.edu

ws or mws or lws #
 New network name for machine
 Building
 Location
 Contact
 Phone Number

3. After steps 1 & 2 have been completed the Mosaic group will take the necessary steps to rename the machine in DNS.
4. Approximately 2 days after step 3 has been completed a Mosaic representative will schedule a time with the faculty or staff member who has access to the workstation and take the following actions:
 - a. Slick the hard drive (erase and reformat the data on the hard drive).
 - b. Remove prom password in the workstation BIOS
 - c. Remove any mechanical security devices we have installed on the workstation.
5. If for some reason the hard drive can not be erased then Mosaic group will make no attempt to repair or replace the hard drive and will reclaim the machine for surplus.
6. This will conclude Mosaic's involvement with this computer. At this point the workstation will contain no operating system and will not be usable until an OS is installed. Mosaic will provide no support for this service.
7. A COE department person will work with ITS to get the PC OS distribution, MS Office, NAV (Norton Anti Virus) and any other software required by ITS. The software installation and maintenance will be the COE department's responsibility. The department will need to handle the installation of any drivers, setup and configuration of the PC. Mosaic Computing will not support the PC OS or any application software on this workstation.

Mosaic Secondary Computers Price List for the College of Engineering

Price as of Oct 13,2006
Version 4.1

Usage	Support Class	Expected Warranty of WS	Cost basis	Source of Funds
Secondary Mosaic Workstation	Supported, Warranted, Used	37-48 months	\$1200	COE Department
Secondary Mosaic Workstation	Supported, Warranted, Used	25-36 months	\$800	COE Department
Secondary Mosaic Workstation	Supported, Warranted, Used	13-24 months	\$400	COE Department
Secondary Mosaic Workstation	Supported Warranted, Used	1-12 months	\$150	COE Department
Secondary Mosaic Workstation	Supported, Unwarranted, Used	NA	\$75	COE Department

This price list is a guide for what the Mosaic Computing group will charge a department for Mosaic based PC Workstations when a Secondary Mosaic system is available.

Availability of Mosaic workstations fluctuates from week to week so there is no guarantee that any one of the above line items will be available. Please check with the Mosaic Computing group for workstation availability.

A Supported class workstation is defined as one where Mosaic Computing will support the Mosaic Software on the workstation platform.

A Warranted class workstation is defined as one where Mosaic Computing will handle any hardware warranty work due to a failure as long as the Workstation is a Mosaic based one.

A Secondary Mosaic workstation becomes the department's responsibility once it is transferred to the department. This includes servicing the workstation or replacing it when it goes out of warranty or when it is no longer compliant with Mosaic Computing requirements.

