

# OIS 39 - Standard for Workstation Operating Systems Support

## I. STANDARD STATEMENT

This standard describes the level of support University Technology Solutions (UTS) will provide to the various operating systems used at UTSA.

## II. RATIONALE

This standard supports HOP Policy 8-12 Information Resources Use and Security Policy

## III. SCOPE

This standard applies to all UTSA faculty, staff, and students.

## IV. CONTACTS

informationsecurity@utsa.edu

## V. PROCEDURES

- A. University Technology Solutions (UTS) provides assistance for Microsoft and Apple operating systems still under warranty through the services of the UTS staff technicians, who have been trained in both platforms. While the university acknowledges that the faculty and staff have diverse needs, centralized support is based on availability of resources. Services provided by UTS include assistance and advice regarding systems to be purchased, trouble-shooting and resolution of software and basic hardware issues, and are initiated by opening a ticket with UTS via. The time required will depend on the nature of the problem, but every effort will be made to resolve all issues.
- B. For any computers on another platform, such as Linux or mobile platforms, best effort will be given to resolving issues and problems, but there may be occasions for leaving the problem unresolved. If faculty or staff choose to purchase a non-standard operating system, they should be aware of the need to arrange for support independently.

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