



University-wide Computer & Telecommunications Inventory

Technology Standards & Services Taskforce

Frequently Asked Questions (FAQ's)

Q: Why are we doing the Technology Inventory?

A: This inventory is being performed for several reasons:

- The University needs an accurate inventory of all computing hardware and software in order to implement a consistent replacement program.
- The University must show “due diligence” in providing a license for all software in use on campus.
- The inventory will allow the University to negotiate better software pricing based on economies of scale.
- The data will be relevant in providing better helpdesk support.

Q: What will be inventoried?

A: All details of computing and telecommunications, per workstation. This includes the computer, software installed in it, peripherals (printers, scanners, etc.) and who is allocated these resources. Network, telephone and fax devices, and other communications information (outlet ID's, telephone extensions, etc.) will also be noted. No personal files or data are involved nor will they be accessed in any way.

Q: When will the inventory happen and how long will it take?

A: The inventory is scheduled to take place during the summer of 2001. It will take approximately three months to complete using teams of two technicians. Each visit requires about 30 minutes to install and run the software, and perform the manual inspection and data entry. An additional 10 minutes will be required to replace terminal emulation software, if necessary.

Specific visiting hours will be assigned per building, per department. You will be notified by ITS prior to the visit. If you wish to be present but cannot be there at the specified time, please call the helpdesk to schedule an appointment.

Q: Where will the inventory be performed?

A: The inventory will be performed at the location of the computing or telecommunications resource. This included all computers in labs and on faculty/staff desks, all telephones and faxes, and all networking and telephone closets.

Q: What happens if unlicensed software is found on my desktop?

A: Most software requires a user license, which is usually granted upon purchase of the product. For legal reasons, the University must be able to prove that *all* software installed on its computers is

appropriately licensed. The inventory will allow the University to track and purchase licenses for all supported software.

A list of authorized University software will be determined based on the analysis of the inventory data and the need for additional licenses will be addressed at that time. This does not restrict departments and individuals from installing additional software. However, it will be the responsibility of the department or individual to provide a copy of the license (or proof of purchase) to the managing agent.

If a valid license (or proof of purchase) is not available, the software must be removed or arrangements be made to acquire it within a timely manner. Again, the issue is not the software but the license for it. If unlicensed software is found on your workstation and the software is necessary for the performance of your professional responsibilities, the University will make every effort to purchase the license.

Q: Do I have to be present during the inventory visit?

A: No. However, the computer must be accessible. If your system is password protected, either remove the protection or leave the password in a sealed envelop with the department secretary. If the computer is protected by hardware lock, please leave the key with the secretary or attendant.

Q: Will the inventory require installation of software on my workstation?

A: Yes. A small program will be installed and left on the computer. This program will create a profile of the computer, which includes the hardware and network configuration and a list of installed software. The profile information, along with manually gathered information, will be stored in a centralized database. The program can be run remotely and will be used to track changes to the system as a diagnostic tool for support purposes.

In addition, the technician will replace Kea!VT emulation software with QVT. Brief instructions in the use of the terminal emulation software will be provided.