
Appendix E: Standards for Hardware, Software, Web, and Network Management

The Technology Master Plan 2002-2005, Initiative 3B, stated that there should be “Establish standards for hardware, software, Web, and network management”. The following Appendix items address those points.

- Exhibit E-1 Hardware Standards
- Exhibit E-2 Software Standards
- Exhibit E-3 Web Standards
- Exhibit E-4 Network Management Standards
- Exhibit E-5 Portable DLP/LCD Projector and Smart Classroom Standards and Specifications
- Exhibit E-6 Wireless Hardware and Management Standards

Exhibit E-1: Hardware Standards

Procedures for Hardware Purchases

Addressing the hardware purchases, any hardware purchased for Gavilan College must be approved by the MIS department. This will insure that the hardware will be compatible with our existing hardware, software and network. Only Gavilan College hardware, including Associated Student Body and TJ Owens Gilroy Early College Academy (GECA) hardware approved by MIS, will be connected to the Gavilan computer network. Use the following procedures to initiate new purchases.

1. Contact MIS for a current hardware quote or to discuss appropriate configurations for computers, printers and any other computer hardware required. On-site support contracts for 3 to 5 years must be included in the purchase.
2. The vendor must ensure that their product meets the 508 standards and/or has the capability to use assistive software and hardware. Attach statement of compliance or [Voluntary Product Accessibility Template \(VPAT\)](#) with purchase requisition.
3. Attach the quote provided by MIS to your Purchase Requisition, and obtain required budget program numbers and signatures.
4. Forward the completed Purchase Requisition and quote to MIS for signature.
5. MIS will forward the signed, completed Purchase Requisition to the Purchasing Department for ordering. The Purchasing Department will forward to MIS any Purchase Requisitions for hardware that are not signed by MIS.

Macintosh Computers:

If a specific lab, course, or occupation requires software that can only operate on, or is the industry standard for a Macintosh computer, that lab and the faculty assigned to teach courses in that lab will be allowed to purchase an appropriate Macintosh computer. Exceptions must be brought to the District Technology Committee for discussion and recommendation. The recommendation will then be forwarded for administrative consideration.

Laptop Computers:

Only current Gavilan College laptops can be connected to our network. Laptops are a convenience and are not recommended as desktop replacements because they cost more, have a shorter life, MIS support is more expensive and time consuming, and they can be taken off campus, outside of our firewall and virus protection. MIS is able to support the laptops checked out at the Library because they all have the same configuration which can be imaged, and user data does not have to be backed up and restored. Laptops will not be a standard desktop replacement. Exceptions must be brought to the District Technology Committee for discussion and recommendation. The recommendation will then be forwarded for administrative consideration.

Handheld Wireless Devices:

Handheld wireless devices, such as mobile phones and tablets (iPAD, iPhone, Android, Blackberry, Windows Mobile phones, smart-phones, etc.) are not supported as Gavilan enterprise devices. These are treated as personal devices, and their support is the responsibility of the individual purchasing the item. If these devices are purchased with Gavilan funds, a 3 to 5 year support contract must be included with the purchase. Exceptions must be brought to the District Technology Committee for discussion and recommendation. The recommendation will then be forwarded for administrative consideration.

MIS can provide information and instructions on how to configure the devices for our Internet and email access only. Assistance with user's functionality and training can be obtained at the Teaching and Learning Center.

Streaming Media:

There is a need for streaming media to enhance the course work especially for distance learning courses and students. Questions still remain on the feasibility of infrastructure and server capabilities to provide streaming media services. In addition, current MIS staffing cannot support the needs of streaming media.

Hardware Grant Proposals:

Any grant proposals for new hardware or software need to follow the procedures for hardware and software purchases in Appendix E-1 and E-2 prior to submitting the grant.

Exhibit E-2: Software Standards

Procedures for Software Purchases

Addressing the software purchases, any software purchased for Gavilan College must be approved by the MIS department. This will insure that the software will be compatible with our existing hardware, software and network. Use the following procedures to initiate new purchases.

For individual software purchases:

1. Contact MIS for a current software quote or to discuss appropriate configurations for your software requirements. Annual software support must be included and will be the responsibility of the ordering department.
2. The vendor must ensure that their product meets the 508 standards and/or has the capability to use assistive software and hardware. Attach statement of compliance or [Voluntary Product Accessibility Template \(VPAT\)](#) with purchase requisition.
3. Attach the quote provided by MIS to your Purchase Requisition, and obtain required budget program numbers and signatures.
4. Forward the completed Purchase Requisition and quote to MIS for signature.
5. MIS will forward the signed, completed Purchase Requisition to the Purchasing Department for ordering. The Purchasing Department will forward to MIS any Purchase Requisitions for software that are not signed by MIS.
6. Following implementation, evaluate the software and systems to determine their effectiveness and submit evaluation to your administrator.

For Gavilan computer lab purchases:

1. The Deans and Department Chairs responsible for the various labs will meet with MIS prior to the end of each term to discuss new software requirements and to collect the software needed for each lab for the upcoming term. The schedule for this is:
 - December for the upcoming Spring term
 - April for the upcoming Summer term
 - May for the upcoming Fall term
2. Any new software purchases for labs will follow the items 1 through 4 (above) for individual software purchases.
3. MIS will create, test and deploy any new software images required for the various student labs prior to the start of the new term. This will be scheduled during the semester breaks.

Exhibit E-3: Web Standards

Web Standards

The District aims to ensure that all official pages on the District website are accurate, up-to-date, and accessible (see Section 508 Standards.)

- 1.0 Official Web Sites may be created by the District, college, and the divisions, departments, and other subdivisions therein. The official home page is the web page that serves as the initial entry point to the institution's web site.
 - 1.1 Official web pages may be established only for legitimate educational purposes to enhance the District's educational mission and to facilitate the educational process of the District. Official web pages are created for the express purpose of disseminating District educational and administrative information.
 - 1.2 These web pages are the property of the District and are intended to be closed forums. As such, the district reserves the full right and authority to regulate and limit access to them, and to regulate the content of the items posted so they are consistent with the educational purposes of the District.
 - 1.3 Persons wishing to post items on an official web page pertaining to the educational mission of the college may do so under the supervision of the responsible administrator, director, or advisor.
- 2.0 Faculty, staff, and students of the District may establish "personal" web pages that utilize the District's electronic communications systems if the web page is consistent with District standards and does not violate applicable laws, and is established for legitimate educational purposes to enhance the mission of the District.
 - 2.1 Web pages utilizing the District's electronic communications systems are not intended to constitute open forums. The District reserves the right and authority to regulate use of District servers to be consistent with the educational purpose of the District.
- 3.0 Standards and guidelines for the development and maintenance of web pages are established to provide consistency and accuracy of information published on the internet.
 - 3.1 The District reserves the right to require use of content or design elements on District pages, including, but not limited to logos, templates, navigational bars, college colors/fonts, and links to the home page. These requirements are detailed in the Gavilan College Style Guide.
- 4.0 The internet is a fluid environment that offers access to a wide range of information. While the district assumes responsibility for the accuracy and appropriateness of official District web pages, the District is not responsible for personal web pages. Users who believe the content of a personal page is offensive, obscene, violates District policy, or is inconsistent with the generally accepted norms for web page content may register a formal complaint by contacting the Director of Public Information at (408) 848-4724.

5.0 Links to other web sites contain information that is created, published, maintained, or otherwise posted by organizations independent of the District. The District is not responsible for the content of linked web sites and does not endorse, approve, certify, or guarantee the accuracy of any such information.

Exhibit E-4: Network Management Standards

Network Management Standards

The District aims to ensure that all network management standards are accurate, up-to-date, and accessible for instruction, student services and administrative services both on campus and off-campus.

- Usability-The system does what it is supposed to do ensuring efficiency from the user's perspective.
- Reliability -The system meets availability requirements. (24/7 uptime)
- Performance-The system performs in an adequate manner based on contemporary standards.
- Security-The systems ensures data security, integrity and appropriate access.

We need adequate bandwidth to support instruction for both on-campus & off campus sites
Discussion with the Chancellor's Office needs to be addressed to update our DS-3 with CENIC.

- 1.0 Plan to increase the speed of the network backbone. *The minimum standard for any new or renovated buildings should be at least 10GB per second.*
- 2.0 Standardize network hardware including switches and be consistent with vendors.
- 3.0 Ensure that we have QoS (Quality of Service) enabled equipment that will let campus needs determine service levels.
- 4.0 Establish wireless capability for the college district at the current wireless standards or to match the student's current hardware.
- 5.0 Establish remote centralized management by testing and monitoring all our networking equipment to facilitate efficient tech support. *Automatic alerts need to be sent to network managers.*
- 6.0 Establish equipment redundancy to eliminate single points of failure in order to attain our service levels, i.e. 24/7 availability, UPS battery backup protection.
- 7.0 Provide secure, remote access for Gavilan employees to work from remote locations.
- 8.0 Provide a system-wide notification of changes in system operations and maintenance schedules.
- 9.0 Provide a secured environment to ensure integrity and privacy to comply with government standards to include physical connectivity to the network.
- 10.0 Plan for a network that includes the capability for new technology services and/or infrastructure. For example, this may include video and voice over IP, i.e. convergence.

- 11.0 Establish the capability of supporting network intrusion, detection, prevention and logging. This includes network access accounting.
- 12.0 Continue to incorporate anti-virus software and malware protection for the network and desktop stations.
- 13.0 Control Gavilan network access to external networks.