

AES/AFLS IT Support Group

Guidelines 2015

These guidelines apply to all units/individuals for which the AES/AFLS IT Group provides support, namely:

- All AES/AFLS units except:
 - UAMF
 - XASU
 - BAEG on-campus computers (i.e. those not located at BAEL at the farm)
- CES employees located at Fayetteville
- CES employees located at R&E centers

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Microsoft Windows based Computers

- All purchases must be coordinated with the IT Group before ordering/purchasing
- IT Group takes advantage of bulk educational discount pricing and is currently suggesting the following:
 - Dell Optiplex desktop computers
 - Dell Latitude laptop computers
 - Microsoft Surface tablet computers
- IT Group keeps some of the most popular models in stock and available for purchase. Other models or configurations can be specially ordered. Let them know your needs and a special quote can be prepared for you.

Apple desktop and laptop Computers

- All purchases must be coordinated with the IT Group before ordering/purchasing
- All purchases of Apple desktops or laptops must be approved by the Associate VP for Research prior to ordering/purchasing.
- The U of A contract with Apple currently requires that Apple desktop/laptop products be purchased from the UA Computer Store only (this includes computers and monitors).
- Currently, the UA Computer Store will accept Internal POs

Apple iPads and/or other mobile operating system devices

- Please consult purchasing for current rules

Software

- All purchases must be coordinated with the IT Group before ordering/purchasing
- The IT Group will be glad to assist users when dealing with site licenses
 - JMP, Sigmaplot, AutoCAD, ArcGIS are available only thru UITS site license
 - The IT Group purchases SAS and offers it at a discounted rate to departments
 - Microsoft Campus Agreement products
- EndNote and Agrobases are only available from the vendor or a reseller

Peripherals (eg. monitors, printers, scanners)

- All purchases must be coordinated with the IT Group before ordering/purchasing.
- The IT Group tries to keep some common items in stock. Let them know if you need assistance and they will work with you to get the best fit for your needs.

Computer supplies

- Upon request, the IT Group will be glad to assist with purchase and installation of supplies like surge suppressors, keyboards, mice, memory, laptop batteries, etc.
- The IT Group tries to keep the most common items in stock. Let them know if you need assistance and they will work with you to get the best fit for your needs.

Use of P-card – per AES policy, all computers/printers/scanners should be purchased through the AES IT staff so they are not allowable on P-cards. NOTE: It is not against P-card policy, but it is against AES policy for any computer equipment to be purchased with a P-card.

Personal reimbursements for software, computers, printers, etc. are typically not allowed by purchasing.