



Stanford Desktop Computing Strategy

**ITSS Recommendations
for the University's Desktop
Computing Infrastructure**

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What is our desktop support strategy?

and why do we need one?

1. to focus our support and development resources on the key desktop platforms, operating systems, and applications that will benefit the University most
2. to plan our activities in the desktop arena for the next 24 months
3. to communicate to clients ITSS's direction with regard to development, support and technology
4. to help set client expectations and assist them in planning their own desktop resources



Principles of ITSS Support

Desktop Support Strategy - Statement of Support

February 8, 2002 – third draft

1. ITSS supports the entire University community to help further Stanford's mission of teaching, learning and research.
2. ITSS will focus its support efforts on a specific set of technologies in order to provide quality support on the key applications and services that are most needed at Stanford.
3. We will determine what is supported in partnership with clients. These determinations will balance need and cost, and will be done both regularly and as needed.
4. We will explicitly communicate what ITSS supports, and the level of that support, through either a statement of support or SLA's (where appropriate).
5. For technologies that are not supported, we will provide alternative support channels to clients, or help them migrate to supported systems.

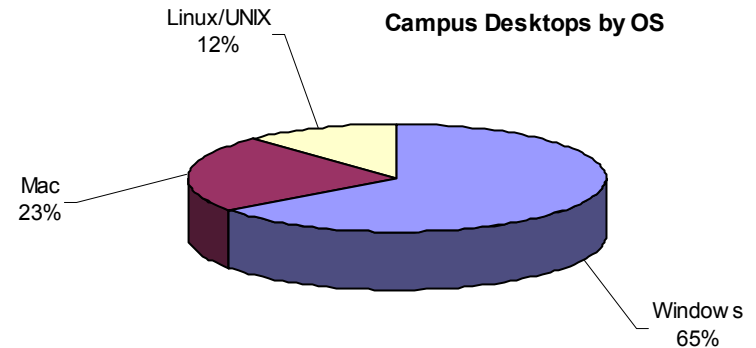


Profile of Desktop Use on Campus

SUNet report: Active node counts by NetDB OS
 Fri, Jan 25, 2002

Total Active Nodes: 42,059

Total Active Nodes apparently
 running desktop OS: 34,848



750	Windows
3713	Windows 2000
50	Windows 2000 Adv Srv
1897	Windows 2000 Professional
219	Windows 2000 Server
18	Windows 3.1
18	Windows 3.11- WFWG
2283	Windows 95
5805	Windows 98
2337	Windows ME
2118	Windows NT
1889	Windows NT 4.0
261	Windows NT 4.0 Svr
2	Windows NT Server EN
19	Windows NT Term Svr
759	Windows NT Workstn
394	Windows XP
86	Windows XP Professional
22618	Windows

1502	Linux
16	Linux - Debian
9	Linux - Mandrake
1	Linux- Caldera
7	Linux- PPC
247	Linux- Redhat
5	Linux- SGI
3	Linux- Slackware
36	Linux- SULinux
2138	Solaris
38	Solaris_X86
133	SUNOS
13	Tru64 Unix
116	UNIX
6	Unixware
4270	Linux/UNIX

Active Desktops on Campus		
Description	#	%
Windows	22618	65%
Mac	7960	23%
Linux/UNIX	4270	12%
Total	34848	100%

1454	MacOS
26	MacOS 10
12	MacOS 6
843	MacOS 7
2476	MacOS 8
2858	MacOS 9
15	MacOS 9.1
170	MacOS X
2	MacOS X Server
104	MacOS9.2
7960	Mac



Recommendations in Four Key Areas

1. Recommend and support Outlook as an additional email client (along with Eudora)
2. Adopt Internet Explorer as Stanford's preferred browser
3. End of life dates for older operating systems
 - Windows 95, 98, NT
 - Mac OS 7, 8
4. Levels of hardware
 - when to replace aging computers

1. Adopt Outlook and OE as supported email clients



Recommendation: Officially recognize Outlook, Outlook Express (OE) and Entourage as supported email clients

Why?

1. **High demand from current Outlook users**
2. **Outlook users can now check mail securely**
3. **Uncertainty over the future of Eudora at Qualcomm**
4. **Outlook is a better IMAP client overall**
5. **Virus protection on the Leland mail routers shores up Outlook's biggest liability**

What does this mean?

- Document and recommend Outlook as a supported email client
- Eudora will continue to be supported and distributed
- Distribute Outlook Express via the Essential Stanford Software website and CD



2. Adopt IE as the preferred browser

Recommendation: For Windows and Mac computers, adopt Internet Explorer as the preferred browser in place of Netscape Navigator.

Why?

1. **IE is the most broadly used on campus already.**
2. **Better adherence to standards.**
3. **Technology trends: for Web-enabled third-party vendor products, IE is invariably better supported than Netscape.**
4. **Compatibility with Stanford Web apps. IE has been validated to work with all existing Stanford web applications (with the exception of CoreFin).**

What does this mean?

- Recommend that all Stanford Web apps be developed to W3C standards so as to work with any browser. Current standards are HTML 4.01, CSS Levels 1 and 2, ECMA-262 (standardized Javascript) and CCS DOM (Document Object Model)
- Recommend Internet Explorer as the preferred browser in place of Netscape Navigator on the Essential Stanford Software (PC-/MacStanford).
- Distribute IE instead of Netscape on the Essential Stanford Software site and CD (aka PC/MacStanford)
- ITSS will continue to support Netscape, or any browser for that matter, that meets standards.



3. Begin sunseting older OS's

Recommendations:

1. Sunset Windows 95 and MacOS 7 as soon as possible.
2. Plan on sunseting Windows 98 and NT by June of 2003.
3. Plan on sunseting MacOS 8 by December of 2003.

Why:

- Microsoft's end of life plan is listed to the right. We should not support OS's that are not vendor supported.
- Encouraging upgrades to newer OS's ensures compatibility with evolving infrastructure

Microsoft desktop OS entering Non-Supported phase (effective date):

- MS DOS x.xx (December 31, 2001)
- Windows 3.xx (December 31, 2001)
- Windows 95 (November 30, 2001)
- Windows NT 3.5x (December 31, 2001)
- Windows 98/98 SE (June 30, 2003)
- Windows NT 4.xx (June 30, 2003)

"Non-supported" phase means: after four years of general availability,

- License may no longer be available to consumers
- Only online support information will be available
- Microsoft may terminate this phase after providing 12 months advance notice.

from www.microsoft.com/windows/lifecycleconsumer.asp



4. When to replace an aging computer

These standards are meant for the “average computer user”, or someone who:

- needs to run the key Stanford administrative applications
- uses recent versions of common off-the-shelf applications
- will run up to four of these applications simultaneously

Rule of Thumb:

You should plan on upgrading your computer every three to five years to be able to run common applications effectively.

If you are an “average user” (defined to the right) and your aging computer does not have these minimum capabilities, it should be replaced:

for Windows Computers:

- Windows 98 SE
or NT 4.0 with SP6 or higher
- Pentium II/400 MHz or equivalent processor
- 128 MB RAM
- support for 1024 x 768 screen resolution

for Mac Computers:

- MacOS 8.6 with Open Transport 1.1.1
- PowerPC processor
- 64 MB RAM
- support for 1024 x 768 screen resolution