

The Computer Advisory Group (CAG) is advocating new computing support guidelines to foster a computing infrastructure that is more readily maintainable, and allows support and computing security to be feasible and efficient. Over the years, HAO has evolved in to a setup where some staff members have multiple systems to be maintained. This has been combined with the increase in computing offerings such as software, servers and disk space; the decrease in Computing Support staff; and the support of almost 100 visitors to HAO annually. One way to streamline computing support in the division is with a recommendation for how many systems can be purchased and supported per user.

The CAG recommends no more than 2 computer systems per user in HAO. This number is a guideline to allow for feasible CSMT support of our systems. Having more than 2 systems per person greatly impacts the CSMT's ability to provide support for our infrastructure. Other divisions at UCAR/NCAR support only one system per user, but the CAG feels that some users benefit from working on two systems. Common scenarios could include:

- Administrative Staff, IG Staff - one primary Windows desktop system, and one Windows laptop system that can be used for meetings and travel.

- Scientific Staff - one primary Linux desktop system, and one Mac laptop system that can be used for meetings and travel.

The 2 systems does not include printers, iPads, iPhones, or other devices located in one's office. It does not include divisional servers, general use machines, compute servers and specialized or dedicated processing systems used by multiple persons or projects. iPads and iPhones are not officially supported, but the CSMT can provide setup advice as workload permits.

The CAG and HAO Administration have formed the joint recommendation that the purchase of computers or peripherals for the exclusive purpose of working from home will not be funded by the CAG. The CSMT cannot maintain systems that live exclusively at one's residence. While many staff members choose to use UCAR laptops to work remotely, the CSMT cannot support home-based computing systems. HAO staff members who use a laptop between home and the office will receive support for the system as used at UCAR (eg, VPN to UCAR network, remote login to UCAR systems, UCAR email), not the home environment (eg, setting up home networks or personal printers).

If funding is available, and on a rotating priority basis, the CAG can approve the purchase of a primary system for each user. If a second system is required for work, the staff member should first seek funding from grants, where applicable, or discuss the necessity with their Section. If no funding is available for a secondary system, and the need is sufficient, the staff member's section head may work with the HAO Administrator to find alternate sources of funding.

As users acquire new UCAR computing systems, they are expected to turn in old equipment, so as not to accumulate more than 2 systems. UCAR systems may not be kept and handed to non-UCAR staff, such as family members. Life expectancy for laptops is 3 years; 5 years for desktops.

Effective immediately, before new systems will be acquired for staff (regardless of funding source), CSMT will need a commitment of which system or systems will be turned in in order to meet this 2 system maximum. Staff will be given a reasonable transfer period to adjust to the newly ordered system before turning in old systems (up to two months), but will be held accountable for transitioning in older equipment.