The SMARTcomputing participation agreement fully supports the program mission, which is:

SMARTcomputing Mission
Purdue’s technical support environment is a decentralized structure that embraces autonomy in the management of disparate systems including configurations, deployment methodologies, tools, life-cycle management, and hardware standards. SMARTcomputing will provide for the development of coordinated and shared processes, where possible, to manage a diverse IT environment and system-wide coordination of hardware and software purchases. This effort has the potential to reduce costs as well as simultaneously create a more reliable, stable, and secure environment.

This document provides interested IT directors, managers and unit IT support administrators information, criteria and responsibilities regarding participating in the SMARTcomputing program. More information is available at the SMARTcomputing web site (www.purdue.edu/smartcomputing/).

Success of the SMARTcomputing program requires contributions and active support from all participants. Expectations and responsibilities for participants follow.

1. Participants will support the SMARTcomputing program through good faith efforts to maintain and contribute to achieving the goals of the program through participation in committees and workgroups, facilitating internal communications with users and support staff, by supporting decisions made through the program’s governance and by supporting and maintaining computers purchased through the program according to program standards.

2. Participants will provide active members in the following SMARTcomputing program roles:
   a. Executive Oversight Committee member (optional) (Usually a college or business unit IT director participating or otherwise interested in program guidance. Resolves issues escalated from the Technical Steering Committee and budgetary matters.)
   b. Technical Steering Committee member (optional) (Usually one or two departmental central IT unit technical staff managers responsible for establishing desktop hardware and software configurations, software deployment and update methods and operating standards for a department or college. Makes decision on technical HW/SW configuration, management tools, support processes, etc.)
   c. Unit liaison and coordinator who oversees operation of a cluster or area of desktop computers (Required) (Usually a technical support staff member responsible to directly handle or oversee installations and updates to desktop computers. May be staffs who handle the operation of 100’s of department machines to a graduate research assistant who handles 10 machines in a research lab. Serves as the authorized contact to the SMARTcomputing program manager for operational communications and coordination purposes.)

3. The SMARTcomputing program is designed to serve those responsible for managing desktops in academic and administrative areas, units or groups with approval through their top level IT unit leaders. That is, subunits within colleges and major university
business units may participate with the approval of relevant management layers of the organization. Example: A research laboratory staff person who manages a lab of 10 computers and wishes to join the SMARTcomputing program may join with the approval of all relevant layers of his organization’s IT support, which might include a department IT manager, a School IT director and a College IT executive director.

4. Participants will maintain core competencies, which may include sending appropriate staff to program prescribed orientation and training sessions. Example: Microsoft SCCM 2007 training.

5. Participants will support the program through established fees. Fees are assessed annually in advance upon delivery of new computers or enrollment of existing computers. There are no provisions for full or partial support fee refunds should hardware be withdrawn from the program by a participant. In extenuating circumstances, such as stolen equipment, replacement equipment may supplant previously enrolled hardware. Participants must keep new hardware in the program a minimum of four (4) years.

6. The SMARTcomputing program facilitates sharing application software installation packages. Participants are responsible to maintain compliance with all applicable software license requirements. Additional information is available in the Shared Application Deployment Builds section of the SMARTcomputing Service catalog.

7. The SMARTcomputing program provides for inclusion of existing or legacy computer hardware within its software support infrastructure, allowing IT support units to consolidate their department’s support into a single infrastructure where desirable. The same fee structure applies to legacy hardware as for new hardware purchased through the program.

8. Software requirements for hardware using the SMARTcomputing support infrastructure are determined by the program technical and oversight committees and include such things as security configurations, operating system software, security updates and virus scanner. SMARTcomputing’s support infrastructure is based on hardware available for purchase through the program and achieving successful support of other (legacy) hardware is the responsibility of departments that own the other hardware.

9. Property accounting and disposal for equipment placed in the SMARTcomputing program are the responsibility of participants according to university standard procedures.

(Approved by the SMARTcomputing Executive Oversight Committee, March 12, 2008. Grammatical correction made to last line of 5, 4/15/2008, wrs)