

**Academic Senate Berkeley Division**  
**Committee on Computing and Communications**

***IT Strategic Planning:***  
***Campus desktop and personal computing***

April 27, 2005

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The Academic Senate and campus administration are undertaking an [Information Technology Strategic Plan](#). After considerable discussion, our [Committee](#) has formulated a statement on desktop and personal computing, which is summarized on the following page.

## ***Desktop and personal computing***

IT strategy statement from the UC Berkeley COMP, April 27, 2005

<b>Goals</b>	<b>Rationale</b>
<p><b>Access.</b> All campus employees, including faculty, instructors, and graduate student instructors, will be provided access (in most cases exclusive access) to a personal computer to conduct University business.</p>	<p>Computer-based applications have become an integral job requirement. Some units do not provide adequate facilities and support.</p>
<p><b>Choice.</b> Users will have a reasonable but limited range of choice (such as Windows, Macintosh, and some flavor of UNIX, desktop and laptop). A reasonable diversity of pre-installed utilities and applications will be installed on all computers.</p>	<p>Forcing users into one environment is impractical and undesirable. Limited diversity should be accommodated consistent with budgetary and operational goals.</p>
<p><b>Customization.</b> Users or their local departments will have the right to install additional applications. 'Opt out' and 'opt up' will be options.</p>	<p>Needs special to specific disciplines and departments or individuals, especially in support of research, as well as differing resources, must be accommodated.</p>
<p><b>Up-to-date.</b> All University personal computers will be upgraded with recent versions and patches<sup>1</sup> (consistent with interoperability across installed applications), and employ recent hardware platforms.</p>	<p>Today, the cost of hardware and software has become insignificant relative to salaries<sup>2</sup>. The patch and upgrade process can be largely automated. A comprehensive software licensing and upgrade program is likely to be the most effective and cost-efficient option.</p>
	<p>Most trouble reports and incidents are related to installing recent applications over obsolete operating systems or vice versa. The majority of incidents will be eliminated, maximizing user satisfaction. Computer and data security will be improved.</p>
<p><b>Service.</b> Staff organizations and budget processes should emphasize minimizing overall costs and maximizing service quality.</p>	<p>Fragmented budgetary responsibility undercuts economies of scale and scope and encourages cost shifting.</p>
	<p>Freed of most compatibility and security issues, staff can focus on (a) quality of service and responsiveness, (b) helping users use applications effectively, and (c) accommodating unique local needs.</p>

<sup>1</sup> This service should also be offered at no cost or minimal cost to personally owned computers utilized for University business.

<sup>2</sup> The total cost of ownership includes staff salaries (maintenance and dealing with security breaches) and the imputed salary cost of users maintaining their own computers. The unrecognized costs of the latter (both direct and indirectly through security issues) are very high today.