The Office of Information Technology (OIT) provides service to anyone affiliated with University of California, Merced. For a complete list of services, click here. Our goal is to meet the deliverables established in our Service Level Agreements.

For clarification and guidance, this document defines the scope of services provided and the limitations to services due to the following: security policies; the age of equipment; unapproved applications, web browsers, and hardware, or where governed by University of California, Office of the President and/or University of California, Merced.

HARDWARE
OIT recommends that all electronic hardware purchased with institutional funds and/or grants include the extended 3-year warranty (including accidental damage) provided by the manufacturer.

In the event of an equipment failure, a Service Desk Technician will contact and coordinate with the equipment manufacturer to report the problem(s) and determine next steps under the warranty or extended warranty agreement. As each manufacturer's extended warranty terms and conditions are different, the OIT Technician will communicate with the customer to resolve the issue with the manufacturer. OIT is not responsible for any repair cost not covered under the warranty agreements. Warranty repair services provided by OIT applies only to equipment purchased with institutional funds.

OIT is not an authorized Apple Distributor. As such, there are two warranty options for Apple devices:

> **Option 1:** A service technician can contact and coordinate with the equipment manufacturer to report the problem(s) and determine next steps under the warranty or extended warranty agreement. In most cases, Apple will provide instructions for returning the hardware for factory repair. OIT is not responsible for any repair cost not covered under the warranty agreements. Warranty repair services provided by OIT applies only to equipment purchased with institutional funds.
> **Option 2:** Contact a local Apple store for service. The Office of Information Technology devolves itself of all necessary duties to the end-user.

Obsolete Hardware
Equipment is considered unsupported under any one of the following conditions:
- End-of-support/life, as defined by the manufacturer
- Out-of-date security standards
- Manufacturer security or OS patches not provided
- Manufacturer version updates not provided
The OIT Service Desk reserves the right to deny support based on these conditions.

SOFTWARE
Supported by OIT Service Desk

Software applications purchased through the approved UC Merced Procurement process will receive standard support from the OIT Service Desk. Given today's security threats, software and operating system support is limited to the latest version available from the manufacturer. If an older version of software is required, OIT provides best effort support, which may result in recommendations to purchase or install a newer software version, or referring the customer back to the vendor for support.

New Supported Purchases
For new software request, OIT will assist UC Merced Procurement with the purchasing of the software. Please use this form for new requests: software request.

SUPPORTED WEB BROWSERS
OIT advises the use of internet browsers built into your operating system (Edge, Safari). These web browsers ensure automatic updates provided by the manufacturer. For all other browsers, ensure automatic updates are configured and apply updates as soon as they are available.

Due to security risks, it is important to keep your browser(s) updated with the latest version. OIT will do their best to support older versions, but for security and most recent enhancements, OIT recommends applying the latest patches.

SUPPORTED OPERATING SYSTEMS (OS)
OIT advises using the latest Microsoft or Apple operating system to ensure the security of our network. Refer to Minimum Security Standards for Networked Devices. Campus networked devices must only run software for which security patches are made available in a timely fashion.

OIT will deny support for systems not meeting minimum standards or where the OS is "end of life." If your operating system is not supported, the OIT Service Desk will provide alternate options. The service desk does not support Unix/Linux. Support for these OS systems may be referred to the OIT Tier 2 support team. "Campus networked devices must only run software for which security patches are made available in a timely fashion."

REFERENCES:
UCOP: IS-3 Electronic Information Security
UC Merced: Office of Procurement: Policies and Procedures
UC Merced: Security Policies
UC Merced: Campus Policies: Information Technology
UC Merced: Minimum Security Standards for Networked Devices