

Schedule 3 – Standard Operating Environment (SOE)

Note: Due to the variety and nature of the work performed across the institution, it is neither desirable nor practicable to prescribe a Standard Operating Environment (SOE) for all areas. IT Resources will therefore provide details of the SOE with a view to encourage consistency wherever possible and practical. Whilst noting the particular needs of individual areas, departments, schools and faculties should endeavour to comply with as many components of the SOE as is practicable in the short term, with a longer term view to achieving full compliance in order to enable greater support from IT Resources and reduce TCO across the University.

As of August 2005 the Standard Operating Environment is defined as:

1. Software as defined in Schedule 2 – Software Configurations
2. Novell eDirectory Authentication using the UTAS tree provided and maintained by Information Technology Resources.
3. Automated software distribution via Novell ZENWorks
4. Non-administrative local user access rights
5. Server-hosted print queues employing a consistent naming scheme
6. Automatically connected fileserver hosted user data volumes for storage of all volatile user data including email, documents and (optionally) profile information. Additional details are maintained at <http://www.utas.edu.au/itr/dms/project/fileuseage.html>
7. Hardware-level monitoring via DMI Compliant Remote Management System.