Faculty/Staff Technology Purchasing FAQ

FREQUENTLY ASKED QUESTIONS ABOUT FACULTY AND STAFF COMPUTER UPGRADES AND INSTALLS.

- **What are the standard computer configurations?**
  You can find out more about our standards on the Computer Configurations page.

- **How often will my computer get replaced?**
  Most Furman computers, but not all, are on a replacement cycle. Faculty and staff who are having performance issues with their computer may get an evaluation by contacting the IT Service Center.

- **What about the data I have on my computer?**
  **Option 1** - ITS will transfer your data when your new computer is installed. Music and pictures can drastically increase the amount of time it takes to transfer your data. If you have a large collection of music and pictures you may want to consider moving it to external storage before your scheduled installation appointment. We can install the new computer but another visit will need to be scheduled for large amounts of data transfer.
  **Option 2** - You can do your own data transfer and receive, at no charge, a new USB drive which is yours to keep. Please let us know now if you would like to take advantage of this option and do your own backup. This option is not available at the time of installation.

- **Is there some things I should do to prepare?**
  Yes, you can review our article on how to prepare for a reimage or new computer.

- **Will I be able to print?**
  - If you have a new Windows computer you will find a folder on your desktop called Install My Printers. Inside you will find shortcuts to your department's networked printers. Simply double-click the shortcuts to install the networked printers.
  - If you have a new Mac your printers will already be installed.

- **What software is on the new computer?**
  A list of the software which will be installed on your new computer can be found on the Office Computer Software Image page. If you have purchased additional software licenses, please let us know ahead of time and we will do our best to have the software already installed on your machine before we come out for the install. For more software information look here: Standard Furman Software

- **What happens to the old computer?**
  The old machine is held for 30 days before we fully erase the hard drive. The machine will then be redeployed to another user so that Furman can get as much useful life from the machine as possible. If the machine is too old, we will dispose of it.

- **How long will the installation take?**
  The time needed to install your computer will be around 30 minutes. An appointment will be made with you for the installation. Don't forget to remove CDs or floppy disks from the computer before we arrive. If you would like ITS to backup and restore your data please add approximately 1 hour per 10 GB of data to the installation time.

- **Do I need to be here when the computer is installed?**
  It is required that you be present when your new computer is installed. We can do the installation without you present if we have written/email permission from you ahead of time.

- **What kind of connections do I need in my office?**
  An active, wired network connection with a good quality network cable and power connections are required to operate the computer. If we are installing a computer in a new location that does not currently have a computer installed you will want to check for these connections.

It is our goal to make sure that you are completely satisfied with your new computer. A form will be brought along with your new computer for you to sign and send to ITS once your data is restored.

Please call or email the IT Service Center if you have any questions or concerns.