Technology Requirements

As a student in either the MISM or MSISPM degree program, you will need a laptop. You can fulfill this requirement in one of two ways:

**Program Laptops:** You can purchase a laptop, with some built-in discounts, through the university laptop program. These laptops are specified to meet our system requirements, carry an excellent warranty, and are loaded with the software necessary for your core courses.

**Non-Program Laptops:** If you have your own or want to purchase it elsewhere, it must meet these minimum computer requirements:

### Required Configuration

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Recommended</th>
<th>Not Recommended and/or not supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Pentium M 2.0 GHz or better</td>
<td>Pentium Core Duo 1.83 GHz or better</td>
</tr>
<tr>
<td>RAM</td>
<td>1 GB</td>
<td>2 GB</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>40 GB</td>
<td>60 GB</td>
</tr>
<tr>
<td>Wireless</td>
<td>802.11b</td>
<td>802.11g</td>
</tr>
<tr>
<td>CD Player</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows XP Pro</td>
<td>Windows XP Pro</td>
</tr>
<tr>
<td><em>Warranty</em></td>
<td></td>
<td>Windows Vista, Windows XP Home, Mac OS</td>
</tr>
</tbody>
</table>

### Warranty Information-Please Read

* We recommend buying a warranty from the manufacturer that includes telephone support and depot (send your computing in for repairs) service. The warranty should cover your enrollment period. We highly recommend a warranty that includes 24-hour telephone support, online support, and next business day onsite repairs.

Some warranties only cover service inside the country of purchase. If you're purchasing a laptop outside of the United States, ask if you'll get warranty service while in the United States. You may need to add additional coverage for out of country service.

Accidental Coverage – Many computer manufacturers offer accidental coverage protection which covers liquid spills and breakage damage. No standard computer manufacturer warranty covers liquid spills and breakage. We recommend getting this coverage otherwise you will have pay for these repairs if your homeowners or other insurance does not cover accidental damage to your computer.
Hardware Support

Program Laptops: Our onsite technician will service the laptop and repair hardware as needed. For program laptops, we have a limited number of loaner laptops if yours is sent out for repairs.

Non-Program Laptops: Our onsite technician can assist in diagnosing hardware problems and tell you how to get it repaired. We will not perform repairs and you will not have access to our laptop loaner pool. However, for a fee, the campus Computer Maintenance Group can perform warranty work and repairs on most major manufacturers.

Software Support

We offer installation support for applications used in your academic courses. We will not support any application running on anything other than Windows XP Pro. Some of our software requires the operating system language to be set to English. Should your laptop have a software problem that cannot be readily resolved, we can restore your computer to the image that came with the laptop.

Program Laptop Software Image:

The program laptops come with a CMU software image that includes:

- Windows XP Pro
- MS Visual Studio.net 2005
- Oracle 10g R2

Non-Program Laptop Software Image

We only offer installation support for applications used in your academic courses. Interactions with other software are not our responsibility. We will not support laptops not set to English language. Please install all the critical Windows updates before arriving on campus.

Course Software

You're responsible for installing software on your computer. You can get the same software used for the program laptops at the following locations:

- Windows XP Pro - Hamburg Hall A206
- MS Visual Studio.net 2005 - Hamburg Hall A206
- Oracle 10g R2 - Hamburg Hall A206