Agenda and Outcomes

Agenda
- Introduction of Hardware Recommendations Core Team
- IS&T Hardware Recommendation Process
- Current Recommendations and Directions
- Discussion

Outcomes
- Share information about Hardware Recommendation Process
- Obtain input from the community for current and future programs
Hardware Recommendations Process

Goals

- Participation by community
- Repeatable process
- Core management group within IS&T to guide the process
- Escalation point for vendor and platform issues
- Collect and make available vendor information
Hardware Recommendations Process

Process

- **Annual calendar process**
  - Annual community forum
  - Spring student bundles
  - Back-to-school

- **External event driven process**
  - Vendor roadmaps
  - Unexpected product changes
  - Community requests
  - New hardware platforms
Discussion

- What are we missing? What would you like us to do on a regular basis?
- Frequency of check-in?
- With whom?
- How do we best liaise with departmental programs?

- Chat transcript follow in slides 19-22
We recognize that our customers want a simple hardware recommendation that includes Linux.

We are trying to work with Dell on an Optiplex and Latitude configuration.

We are investigating user needs, and what Red Hat, SuSE and other distros have to offer.

We have a dual boot Lenovo laptop with Suse SLED 10 and XP Pro available for purchase through GovConnection.
UNIX / Linux User's Group Meeting

- Tomorrow from 2:00 to 4:00 in the N42 Demo Center
- We will be reviewing the "Linux: Stand and Be Counted" survey.

- Come and tell us your opinions about:
  - Distributions to support.
  - Products and services you need.
  - Where IS&T should focus its Linux resources.

- Linux chat transcript follow in slides 23.
Mobile Devices

- Windows Mobile: Windows Mobile 5 devices are recommended. WM 6 is expected in summer 2007.
- Palm OS will continue to be supported by IS&T. New purchase of Palm OS devices is not recommended.
- Apple's iPhone is expected to be released in June by at&t (formerly Cingular). IS&T will invest resources in determining the viability of iPhone devices within MIT's IT infrastructure.

- Mobile Partners User Group:
  - [http://web.mit.edu/mobilepartners](http://web.mit.edu/mobilepartners)
Mobile Devices

Recommendations Process: Factors to consider
- Carrier: Pricing, Network Coverage, Cellular Data, International Travel
- Form factor
- Wi-Fi
- Battery Life
- Display
- Memory
- Price
- Dial-up Networking (Tethering)
- Mac Compatibility
- VOIP (future consideration)
Mobile Devices

Devices being investigated:

- Pocket PC Edition:
  - Palm Treo 700w (700wx) and Treo 750
  - HTC Wizard (Cingular 8125, Sprint PPC-6700)
  - HTC Hermes (Cingular 8525, Sprint PPC-6800)

- Smartphone Edition:
  - T-Mobile Dash
  - Motorola Q
  - Mobile Devices Chat Transcript on slide 24
Mac OS X 10.5 "Leopard" is expected in late May or early June

Expected minimum system requirements (subject to change): PowerPC G4 or G5 with 256 MB of RAM; Intel Mac with 512 MB of RAM

Supported apps will be universal binary sometime this summer

- SAPgui 7.0 rev. 3 (April)
- TSM 5.4 (April)
- VirusScan 8.5 (now)
- Office 2008 (summer)
- Dreamweaver CS 3 (April)

• Macintosh Chat
  Transcript on slide 25
Windows Hardware

- Dell: Still core recommendation for desktops and laptops
- Lenovo: Thinkpads as an alternative in the laptop space

Vista Notes:
- Vista not recommended at this time.
- Increasing RAM recommendation for current laptops to anticipate future upgrade to Vista.
- XP will continue to be available preinstalled through the end of calendar year 2007.
“Athena”
- Linux Athena on Red Hat
- Solaris Unix

Win.mit.edu

Dell 745 - Intel Core 2 Duo 2.4GHz, 2.0GB RAM, 250GB HD, DVD+-/RW, Windows XP
- 20” Flat Panel Display

Solaris Unix and other machines on as-required basis

Moving toward common machine with Administrative Desktop Renewal Program
Administrative Desktop Renewal Program

- Dell desktops
  - Dell 745 - Intel Core 2 Duo 2.4GHz, 2.0GB RAM, 250GB HD, DVD+/-RW, Windows XP
  - 20” Flat Panel Display

- Mac Desktops
  - Apple 20” iMac - Intel Core 2 Duo 2.14GHz, 2.0GB RAM, 250GB HD, SuperDrive, OS X 10.4

- Laptops - all special order and cost-shared

- Moving toward common machine with Academic Desktop Renewal Program
### Dell Printers Recommended by IS&T

<table>
<thead>
<tr>
<th>Black &amp; White</th>
<th>Color</th>
<th>Single User</th>
<th>Workgroup</th>
</tr>
</thead>
</table>
| **Dell Personal Laser Printer 1720dn** | **Dell 5210n** | 30ppm  
25K pages per month  
25 lbs  
$299 | 40ppm  
200K pages per month  
43 lbs  
$1,019.99 |
| **Dell 3110cn** | **Dell 5110cn** | 31ppm B&W/17ppm color  
60K pages per month  
53 lbs.  
CPP: $.014/.094  
$724.10 | 40ppm B&W/35ppm color  
95K pages per month  
71 lbs.  
CPP: $.009/.067  
$995 |
Computer Buying Advice

http://mit.edu/ist/services/hardware/presales.html
Contact Information

Hardware Recommendations Core Team

Email: hardware-core@mit.edu

Questions? Comments?
Discussion

Thank you for participating!
OPEN DISCUSSION ABOUT HARDWARE RECOMMENDATION PROCESS (Retained references to Hardware Core Team comments)

With respect to renewal program – posting exact what machines are being pushed out for the fiscal year – have that posted would be helpful. Also itemized list with approximate costs.

Kyle - Frequency? Is once per year enough?
   - Difficult in room like the Sala to have a discussion

Oliver - What other tech forums? IT Partners luncheon?
   - Great idea
   - Not sure if the IT community outside of IS&T feels as involved in this process as we would like to be.
   - missing admin environment on slides (?? Missed this) - (talked about in later slides)

Personally like to see more justification about why IS&T chooses certain things over others. Rather than just recommendations, also include the “why nots”

Oliver - The hardware core team meets every 2 weeks – sometimes we have an agenda item of interest to others – can advertise on IT Partners. People are welcome to join any time.
Suggestion - come up with some sort of online questionnaire based matrix - there is no basis for recommendations right now.

There are 2 kinds of people:
1. Those who have to buy and know what they need, but want better prices
2. Others don’t even know what they need

Assuming you including both clients and servers in recommendations.

We can’t expect you to cover it all, but could expect you to cover the basics. If you need to do this, you need this, etc.
Dell does reasonable job of comparison, but doesn’t ask some questions that are relevant here.

Oliver – Yes – those are some of those questions that we get at the showroom, and we’re able to answer them there in person.

You guys have a showroom?!

AI – I think I’m hearing that most recommendations are very administrative computing focused and you need recommendations for things that go beyond – higher end. Fair assessment?
- Well, they (admins) get their machines for free. [Others can be expensive – no guidance]

Rather than being very specific about who where what when, get the information in one place – today’s announcement had 4 different web links – I don’t want to do that much web surfing. Want one-stop shopping.

AI- The “easy” button
Kyle – Yes, that should be deliverable of this group
For instance, in the summer I needed to buy a few laptops. The recommendations included only one single 4X3 laptop. Nothing about that – had to go to general [HP?] web site. IS&T had no information about vendors besides Dell that tells what arrangements we do or do not have with these other vendors. You should at least have more than one preferred vendor.

Bill – I’ll tell you about an experience buying from HP for MIT. We have preferred vendor – it needs to route through GovConnection – sometimes failed when working directly with HP - sometimes failed on Gov Connection side, sometimes on HP side. We had a drop dead date of May 1, but didn’t get recommendations up on GovConnection until July. I ended up shifting away from HP to Dell, ad I got things faster and with fewer problems. But it’s hard to put this whole story up on the web site so you know what happened.

But the HP public sector sites are cheaper than govconnect – especially for warranties etc.

Bill – if the price difference is more than 4% there is a problem

Kyle – I’m hearing that you want us to be open about the experiences we have had that have resulted in the choices we have made.

The story you (Bill) just told – we would like that kind of information to be part of the explanation

Helen – Also, you should note what is/is not repairable by PC Service – that is a key decision point.
You also need to keep up on what’s getting shipped out there – Dell finally going with AMB. 64-bit support at MIT way behind. We need to be ready to support it.

Al – who needs 64-bit? Many think that if 32-bit is good, 64-bit must be better – not necessarily. What is the driver for this need?
- Most common is 3D animation and rendering SW – solidworks etc.
- Also certain amount of prep for future - we’re supposed to buy machines that will last 4 years
- Some scientists use 64-bit for servers and workstations for data analysis.
Bill - Also, about the Dell/AMD/64-bit – a Dell technician has said that intel chips have caught up.

Al – There are a lot of drivers, etc not available for 64-bit – many people run into problems running 64-bit. But it sounds like you would appreciate a highend workstation recommendation.

Oliver – I’m hearing a thread – we often say a lot about core common recommendations, but say nothing about fringe even though there is thinking and discussion about that. Should share more of that – community shouldn’t have to come to a forum once a year to hear about it. Also we should list other vendors – we do have a contact at HP even though they’re not recommended
- Definitely good to have more gradations from work station down to user, but don’t spend lots of resources. Better to have someone who can answer questions and a place where answers to questions can be captured
Kyle – yes, there are things known in several people heads but not written anywhere
Oliver – opportunity for a wiki

Laxmi – Need good recommendations for people who know what they need to do, but not how to do it. Maybe 3-4 types of machines and recommendations within each category. Allow more discretion.
Question about recent development from Dell – Dell asked about what people want on linux. Dell says have something coming out – has turned around very fast. Do you know anything about that?
Bill – when I tried to find out about it – no one with direct experience – so far just press releases

Is Linux up to speed on auto updates?
Bill – yes IS&T offers that today – similar to the other update services

Applications too?
Bill - Yes. There have been interesting issues with application support – open office last year – better interoperability, but not on road map for about 5 months. Want to treat desktop products like datacenter products – not having the timely updates that customers demand. That is driving us to consider SUSE for laptops and desktops

Is the SUSE available outside of buying hardware
Bill – that’s tricky [bunch of technical details here] I need to boil down the process of what I’ve done into fewer than 100 steps – then will communicate to users. We can talk about this at tomorrow’s Linux users forum.
Mobile Devices Chat Transcript

Why aren’t we doing more with Blackberries?
Andrew - There are users using them - it’s definitely a major mobile device. #1 reason we are not recommending them is security. They require storing MIT username & platform at 3rd party location. Also the backend requires Exchange, Lotus Notes, Novell (?) which IS&T is not currently supporting. Also the way Blackberry internet service works is not true IMAP. Doesn’t interact well with our services. I do get a lot of questions, but don’t have a lot of ways to push back. Being used by so many businesses, people don’t understand why we don’t support them.

What’s in store with server infrastructure services – are we changing? Offering Exchange?
Don – still an open question – Exchange is always being looked at. We’re watching what other schools are doing. Example UPenn is offering Exchange service at a cost. It’s a tough environment to maintain. But if there is clear demand at events like this, we can gather input to find out what you are looking for.

About mobile devices –are they making us move that way?
Don – No one makes you do anything. Recently we’ve been going through multiple changes – often something in the market changes that forces changes upon us.
Unknown - Question about getting licenses for Parallels emulation software for Macintoshes.
Al – In IS&T not sure getting licenses for parallels is a good thing. Still looking at this. We understand there are a lot of legal, licensed copies out there.

Comment: Our department is standardizing on Imacs with Parallels

Any issues with parallels on Leopard?
Al – not expected.
Printers tested with paper of various weights? We’ve had trouble with some printers handling certain kinds of paper. Kyle - some, not exhaustive. Vendor claim is full range of available media.

Is IS&T now formally saying there is a recommended color printer
Kyle – yes

Are you setting up Athena print queues for these?
Kyle – Set up the first one for an Athena cluster last night. We have had the Unix print queues up and running for testing since February.

Toner cartridges only from Dell?
Kyle – yes right now, but 3 party starting to come along. Cost better than HP equivalent toners for all, for black toner, near GovConnection pricing. For color toner, about 10-15% more than GovConnection, but still less than HP.

Are these Lexmark?
Kyle – First generation was Lexmark with Dell brand. Now Lexmark-Fuji engine built specifically for Dell. Third generation of Dell printers.

Lexmark had trouble printing pdfs
Kyle - No longer using Lexmark’s firmware. Have spent 4 months printing everything – not having those problems now.

Question after the Forum: Postscript on chip or Emulation?
Kyle - a PS Emulation. The 5210n uses HP PCL 6 Emulation: 89 scalable fonts, 2 bitmapped fonts and PostScript Level 3 Emulation: 158 scalable fonts.