Product/Technology Evaluation Teams 
& Recommended Products

John Mulhern III
Lead for Client Technologies
Technology Support Services
Information Systems & Computing
University of Pennsylvania
mulhernj@upenn.edu
Evaluation Teams and Their Purpose
Evaluation Teams and Their Purpose

• Composed of IT professionals from across the University
Evaluation Teams and Their Purpose

- Composed of IT professionals from across the University
- Usually co-led by an IT professional external to ISC and an IT professional internal to ISC
Evaluation Teams and Their Purpose

- Composed of IT professionals from across the University
- Usually co-led by an IT professional *external* to ISC and an IT professional *internal* to ISC
- Test, choose, and document products and technologies for the University community
Products/Technologies Evaluated
Products/Technologies Evaluated

- From the last two years:
  - disk imaging
  - mobile device management
  - server/storage monitoring
  - soft phone
  - tablet usage
  - thin client/desktop virtualization
  - web browser
Recommendations and Results
Recommendations and Results

• What the Penn Community does with the recommendations
  • IT Roundtable (comprised of IT directors from the Schools & Centers) approves or rejects team recommendations
  • LSPs make informed purchase decisions, plan product roll-outs, document products, and transition users
Involvement in Teams
Involvement in Teams

- Benefits of team participation
  - Help make appropriate choices for the University
  - Meet other providers: you are *not* alone!
  - Gain University-wide perspectives
  - Learn things that help with your local support situation
Involvement in Teams

• Benefits of team participation
  • Help make appropriate choices for the University
  • Meet other providers: you are *not* alone!
  • Gain University-wide perspectives
  • Learn things that help with your local support situation

• *Always* looking for people to participate
  • Next evaluations are expected to start later in 2013
Supported and Recommended Products
Supported and Recommended Products

• Windows and OS X applications that the University IT community as a whole has accepted as reasonable choices
Supported and Recommended Products

• Windows and OS X applications that the University IT community as a whole has accepted as reasonable choices
• Two categories: supported and recommended and supported
Supported and Recommended Products

• Windows and OS X applications that the University IT community as a whole has accepted as reasonable choices

• Two categories: supported and recommended and supported

• Generally revises on the turn of the fiscal year in July, but individual applications may revise during the year for security or compatibility reasons
Supported and Recommended Products

- Windows and OS X applications that the University IT community as a whole has accepted as reasonable choices
- Two categories: supported and recommended and supported
- Generally revises on the turn of the fiscal year in July, but individual applications may revise during the year for security or compatibility reasons
- Email clients, ftp clients, multimedia players, office suites, security applications, web browsers, etc.
ISC Standards Lab

• Includes 11 desktop systems from the last four years of ISC’s hardware Desktop Recommendations along with the appropriate operating systems
ISC Standards Lab

- Includes 11 desktop systems from the last four years of ISC’s hardware Desktop Recommendations along with the appropriate operating systems
- Ensures that new University applications work on most systems — not just the “latest and greatest”
ISC Standards Lab

• Includes 11 desktop systems from the last four years of ISC’s hardware Desktop Recommendations along with the appropriate operating systems

• Ensures that new University applications work on most systems — not just the “latest and greatest”

• “Standards Cart” also includes recent notebooks (Latitude 10, Surface Pro, ThinkPad Tablet 2, XPS 13, etc.) and other mobile devices of interest (Asus Transformer, Galaxy Note 8, iPad:1/2/3-mini, Kindle Fire HD, Nexus 10, Surface RT, etc.)
For More Information
For More Information

• Supported Products Page at
  www.upenn.edu/computing/product/
For More Information

• Supported Products Page at www.upenn.edu/computing/product/
• Supported Products for Providers at www.upenn.edu/computing/provider/product/
For More Information

• Supported Products Page at www.upenn.edu/computing/product/
• Supported Products for Providers at www.upenn.edu/computing/provider/product/
• Product/Technology Evaluations at www.upenn.edu/computing/eval/
For More Information

- Supported Products Page at www.upenn.edu/computing/product/
- Supported Products for Providers at www.upenn.edu/computing/provider/product/
- Product/Technology Evaluations at www.upenn.edu/computing/eval/
- John Mulhern III mulhernj@upenn.edu