

INFORMATION TECHNOLOGY SERVICES

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Supported Hardware and Software

Information Technology Services has [standard computer configurations](#) ^[1] that are supplied to faculty and staff. There is a choice of platform (Windows or Macintosh) and form factor (desktop or laptop). If your hardware needs cannot be met with one of our standard configurations, we will work with you to find an appropriate solution.

ITS also [supports software applications](#) ^[2] such as the Microsoft Office applications, the Adobe Creative Suite applications, SPSS, SAS, Mathematica, and others. You should check with ITS before you decide to purchase any software and find out whether or not we already maintain licenses for the product that you are interested in purchasing. If we do not already have licenses for the product, we will work directly with vendors to get the best pricing possible.

All college-owned computers are managed through a [systems management utility](#) ^[3] (Dell KACE), which has the ability to remotely push out patches and software applications.

If you have questions about hardware or software, please contact the ITS Help Desk at 518.388.6400 or by email at helpdesk@union.edu ^[4]. We will be happy to work with you.

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