Support Levels - Supported Products

The following identify the four levels of support to users of Villanova's software packages.

**Level 1 - Full Support**
Software at this level is deemed critical to the University mission and appropriate to the existing hardware and platform specifications generally available to the large number of users. UNIT will provide full support including installation, configuration, acquisition support, vendor relations, site licensing, volume purchasing agreement, product evaluation, training, trouble-shooting of these products.

**Level 2 - Basic Support**
Software at this level is acceptable for use toward the University mission and appropriate for the existing hardware and platform specifications generally available to a large number of users. This level may include earlier versions of products formerly supported at Level 1 that have been recently updated and/or phased out by their manufacturer. UNIT will provide basic support including the installation, configuration, and trouble-shooting of these products.

**Level 3 - Limited Support**
Software at this level is provided for products highly-specialized niche software or products accessible to selected departments. Some applications suites and packages that compete with Level 1 software may be designated to this level of support based upon resource availability and product performance and/or compatibility issues. There may be very limited or no support resources offered by UNIT for products in this class. However, there may be significant experience and expertise outside UNIT that may be utilized. UNIT staff may be able to point the user to alternate avenues for additional support, but no guarantee of support can be made nor will new research be done to resolve problems.

**Level 4 - No Support**
All other PC Software including third party screen savers, other licensed programs, and/or products that do not comply with the University policies will not be supported. This type of software may be de-installed if it interferes with UNIT supported products.

User application support as mentioned above is only one component of an overall support plan for the University. In addition, services such as consultation are important support-related functions which must be considered.