

Information Technology Resource Management Council (ITRMC)

ENTERPRISE STANDARDS S2000 – SOFTWARE – DESKTOP, NOTEBOOK & MOBILE DEVICES

Category: S2100 – OPERATING SYSTEM (OS)

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I. DEFINITION

The operating system (OS) is the control software that controls all internal operations on a desktop, notebook computer, or mobile device. This includes controlling video display actions; reading and writing from both memory and storage devices; transferring information to attached printers; communicating with other networked devices; and inputting from keyboard, mouse, and screen.

II. RATIONALE

In a client/server environment, speed, memory, and a stable operating platform become increasingly important. Support of the desktop, notebook and mobile device operating systems constitutes a large portion of Idaho's cost for supporting its technology infrastructure. The more desktop operating systems supported, the higher the State's costs for technology infrastructure support. Standardizing on fewer operating systems greatly simplifies technical support requirements and contributes directly to significantly lower support expenses.

III. APPROVED STANDARD(S)

Graphical User Interface (GUI) for Intel-compatible platform.

IV. APPROVED PRODUCT(S)

1. Microsoft Windows 2000 (Latest service pack release); and

2. Microsoft Windows XP (Latest service pack release).

V. JUSTIFICATION

Graphical user interfaces offer significant advantages and ease of use, reduced training requirements, and improved user productivity. While Windows 2000 and Windows XP are all proprietary operating systems, they dominate the desktop and notebook computer OS market and have become de facto standards.

VI. TECHNICAL AND IMPLEMENTATION CONSIDERATIONS

For the desktop workstation OS, Windows is the stated long-term architectural direction as the enterprise standard for State agencies. It may be advantageous for agencies that do not need to upgrade to Windows 2000 to upgrade directly to Windows XP. Mobile devices using the Windows OS are rapidly expanding in the market and integrate well with the current workstation and server OS including syncing, email, calendar and other applications.

VII. EMERGING TRENDS AND ARCHITECTURAL DIRECTIONS

The use of more than one (1) operating system further complicates the acquisition strategy and technical support for the desktop environment in State government, and so agencies are encouraged to standardize on one (1) version of the operating system. The move to upgrade the OS requires careful testing and planning within a formal transition strategy.

Agencies should begin to review and plan for Windows Vista, which is now available. This planning process could take between twelve (12) to eighteen (18) months, as it should include comprehensive application testing, image building, and pilot deployments.

In the Mobile market agencies should consider Microsoft Windows Mobile 2003 (Latest service pack release) for mobile devices as it integrates well with the current systems that state agencies are using and will be supported as the state moves to an enterprise email system. Agencies should begin to review and plan for Windows Mobile 2006 for their mobile devices.

VIII. PROCEDURE REFERENCE

Guidelines for the use of Mobile Devices is outlined in "Information Technology Enterprise Guideline G540 – Mobile Guideline."

IX. REVIEW CYCLE

Six (6) Months

X. TIME LINE

Last Reviewed: October 10, 2007

Last Revised: October 10, 2007

Effective Date: October 17, 2001

XI. REVISION HISTORY

3/7/2007 – Changed the reference to Windows Vista to show that it is now available and to encourage agencies to begin planning for a Vista deployment. Added reference to Windows Mobile 2006 for mobile devices.

11/15/2006 – Added a reference to Windows Vista in the “Emerging Trends and Architectural Directions” section.

9/21/2005 – Added references to mobile devices to the Technical and Implementation Considerations and in the Emerging Trends and Architectural Directions recommending Microsoft Windows Mobile 2003 as the OS that agencies should consider due to the close integration with the standard desktop and notebook standard. Mobile device use is growing rapidly in agencies and the use of one operating system will simply support within the agencies.

8/25/2004 – Removed Microsoft Windows 98 and NT from list of approved products. With Microsoft’s announcement of the discontinuance of its “mainstream support phase” for Windows 98 and Windows NT 4.xx as of June 30, 2002, and “end of life” for Windows NT 3.5x as of December 31, 2002, it is time for agencies to move off these operating systems. It is also important from both an improved functionality and security perspective to transition to the remaining ITRMC approved products as soon as possible.