

College of Social Sciences and Public Policy

Apple/Linux Policy and Procedures

Purpose: The purpose of this policy is to ensure understanding for end users with regard to Apple or Linux purchases. The following Policy will outline how COSSPP IT supports Apple OS/Linux and associated software. The College is primarily a Windows/Microsoft software environment. User choice and preference for Apple or Linux results in the user incurring a level of self-support.

Purchasing: When purchasing Apple products through SpearMart or other options, it is highly encouraged to purchase Apple Care for the computer. Either a 3-year or 5-year option would be preferred for Apple Care. The Department responsible for purchase will need to keep the Apple Care documentation for the purchase in the event that other support assistance is necessary. Linux does not have a client care system and any support would need to be handled by End Users.

Hardware: Hardware support for Apple Products will need to be provided for by the Apple Care. Apple products are proprietary regarding hardware which creates barriers to in house support. COSSPP IT will assist and make a good faith effort to support users, but if the issue exceeds what IT staff can accomplish, we will request the end user to contact Apple Care services to assist.

Software: FSU Software Licensing offers a multitude of Apple OS-based/Linux OS-based software. Licenses can be purchased through your department for the software and IT staff can assist with installation. Since we cannot currently join Apple/Linux systems to our Domain, the End User with administrative credentials will need to be present for the software install.

You can submit support tickets to: <https://coss.fsu.edu/support>