Technology Support Services (TSS)

Windows 7 Upgrade Request Policy

July 11, 2011

Purpose:
The purpose of this policy is to identify the prerequisites for a Windows 7 upgrade. This policy applies to all Mason owned personal computers currently running the Microsoft XP operating system.

Policy

Requests for upgrading the operating system to the Microsoft Windows 7 operating system will only be completed if there is a reasonable business case/justification provided and the computer has the hardware configuration to accept the upgrade. If these two things are met, TSS Desktop will perform the upgrade for a fee of $30.

Note:
• A request for upgrading XP to Windows 7, “only because the customer wants to have Windows 7” is not a sufficient business reason or justification to perform the upgrade.

• A technician working with their manager will evaluate all requests, the reason and the computer configuration, prior to performing an upgrade. If there is a question as to the need for the upgrade, the manager will discuss it with the customer.