

## 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.