MIT Sloan - Computer Information

MIT Sloan offers students a richly rewarding computing environment with access to a wide variety of network resources and applications. In keeping with our reputation for excellence in technology management and our affiliation with MIT, MIT Sloan's computing environment will provide you with an outstanding base on which to build your computer knowledge. The MIT Sloan Technology Services (STS) group is responsible for the operation and support of computers at the school, new initiatives in computing, information systems, and eLearning. The Client Support Services group of STS is available to all students to provide guidance and support as you utilize your own equipment and that of the school during your time at MIT Sloan.

Computer Requirement

Due to the high demand for computers in MIT Sloan classes, **MIT Sloan students are *required* to have and bring with them a computer system**. We recommend all students use a laptop to take full advantage of the high speed wireless network and the collaborative culture.

Please do not purchase a system without referring to the Recommended Configuration (below) as systems that do not meet the Sloan standards will not be supported at Sloan.

Also note that information you may receive from current MIT Sloan students regarding computing, while helpful, changes from year to year and the STS Client Services group is the authoritative source for your computer requirement.

If you currently use a **Macintosh** system you may choose to continue using that platform although you should be aware that **several courses require software that is not developed for the Macintosh platform**. You will need to make alternative arrangements such as using our computing labs to complete the course assignment.

Recommended Configuration

To help incoming students decide on which computer they will use while at school, STS offers the following minimum recommendations for computer configurations. These recommendations focus on hardware configuration, operating system, and warranty. This configuration was designed so that students can confidently buy a new laptop that will meet their needs while at Sloan.

Sloan Student Technologies currently recommends the minimum hardware configuration for incoming students:

Windows Laptop:	**Macintosh Laptop:**
Intel Core i5 or better	Intel Core i5 or better
250 GB hard disk	250 GB hard disk
4 GB (or more) RAM	4 GB (or more) RAM
Warranty (2-3 year w/accident coverage)	Warranty (2-3 year)
Ethernet and 802.11b/g wireless adapter (802.11n preferred)	Ethernet and 802.11b/g wireless adapter (802.11n preferred)
Windows 7 or 8 Operating System (English version)	Macintosh OS X 10.8 Operating System (English version; 10.9 & 10.10 are also supported)

Macintosh

We understand that some current Macintosh users will choose to stay with the more familiar platform. For those users, we recommend an Intel-based system running Mac OSX version 10.8 or higher. Please be aware that your professors may require you to run programs that are only available for Windows. If this is the case, it is your responsibility to gain access to a Windows computer, possibly in the computer lab or via a virtualized Windows lab environment. We do recommend that you not choose this time to change computing platforms. If you are currently familiar with one platform, we recommend that you stay with that, as the learning level at MIT Sloan can be difficult and the additional task of learning a new operating system while you are becoming acclimated is not optimal.

Tablets and iPads

Sloan Technology Services (STS) does not recommend tablets or iPads as a primary computer for students. These systems cannot reliably run the more resource intensive software that students will be using at MIT Sloan (statistical analysis, large spreadsheets, etc.). Students may want to consider a a tablet or iPad as an auxiliary system for note taking, email or internet research.

Software

Computers supported at MIT Sloan are required to have at least Windows 7 with **English** language operating systems. All students are expected to have a good working knowledge of Microsoft Office Professional software* (Word, Excel, and PowerPoint) and the navigation of MySloan prior to the start of classes. In particular, students without this knowledge are at a distinct disadvantage during the first semester.

* Sloan Technology Services (STS) will provide a download location to obtain one
(1) complimentary license of Microsoft Office Professional to all fully registered students (you must have paid your deposit and submitted enrollment forms). Students are eligible for only one (1) license of Office software - see "Setting Up Your Laptop for MIT Sloan".

Computing Resources

You will not have to wait until you arrive on campus to take advantage of computing resources at MIT Sloan or to become a full member of the MIT Sloan community. Soon after you make your commitment to attend MIT Sloan (paid deposit and/or signed letter of intent) you will have access to the page entitled "Setting Up Your Laptop for Sloan" which will provide step-by-step instructions on how to download software and configure your laptop for MIT Sloan.

System Support

STS supports **one** system per student user.

The MIT Sloan Technology Services Department provides desktop, academic, and research computing support for faculty, staff, and students in close collaboration with MIT's Information Services and Technology (IS&T) department. The Client Services Support Office, located in E52 (MIT Sloan building) Suite 028, provides on site support to faculty, staff and students, and will be your primary contact for all computing issues.

The office (E52-028) is open M-F, 8:00 AM - 5 PM unless otherwise noted.

You may obtain support by:

- Sending an email message to STShelp@sloan.mit.edu which will automatically create a ticket for your issue. Please be as descriptive of your problem as you can in the email. Each ticket is assigned to a technician who will contact you regarding your issue.
- Phoning the Help Line at 617-253-2000 and speak with a technician.
- Visiting the office in E52 (MIT Sloan building) Suite 100. Appointments can also be arranged during regular office hours.

Purchasing Your Required Computer System

MIT and the MIT Sloan School work with a variety of vendors to obtain discounted pricing for computer systems and peripherals that are available for purchase by all MIT and MIT Sloan faculty, staff, and students year round. By special arrangement, in early April you will be able to access the purchasing resources to take advantage of the offers available. In most cases, you will find significant discounts on all items. Keep in mind that from time to time vendors themselves offer specially discounted items, often peripherals, if the purchase is made from their own site so be sure to check both places before you purchase. Also keep in mind that no matter what machine you choose to bring you should have a warranty on that machine that exceeds the years that you will spend here at Sloan.

Be aware that you are not limited to only purchasing laptop systems from MIT Sloan vendors. The sites were built to offer student pricing on all items. If you have questions about any of the products offered, feel free to contact the designated account manager noted on the sites.

Personal purchases of computer equipment via the MIT ECAT site: MIT ECAT: http://web.mit.edu/ecat/

Click on the ECAT icon

then click on the Place Personal Order tab

then select Govconnection (for Lenovo), Dell and/or Apple
In addition to purchasing Lenovo laptops via Govconnection you may also find a great deal by going to http://lenovo.com/mit

Warranty

We strongly recommend that students purchase an extended warranty that will cover both manufacturer defects as well as accidental damage, and which will run at least through the end of their time at MIT Sloan. While Student Technology Services does not repair hardware, MIT's central IT group, IS&T, does. IS&T is able to perform warranty level service for Dell, IBM/Lenovo, and Apple systems on campus. More details regarding IS&T's repair policies can be found at: http://ist.mit.edu/computer-repair

Operating Systems

Windows 7 Operating System - Sloan Technology Services will support only those computers running the U.S. English version of the Microsoft Windows 7 or greater operating systems.

Why do we recommend Windows 7 or 8 (Home Premium or above)?
The recommended operating systems allow for the storage of domain passwords. This password management feature makes printing and file share resources here at Sloan much more convenient for students.

Why does Sloan require English versions of operating systems?
We require English-based operating systems in order for us to confidently diagnose and resolve any computer issues you may have.

Financial Aid for Computer Purchases

You will purchase the computer system on your own. If you are eligible to apply for financial aid, the monies for your computer requirement from Financial Aid are built into the budget allowance so that rather than you being able to obtain financial aid for x dollars (a standard budget) you are able to obtain financial aid for + 2,000 dollars (the standard budget plus the computer allowance). You may need to provide the MIT Financial Aid Office with documentation of your purchase so please be sure to keep all paperwork.