Economics Staff Computing Policy

Staff should have a reasonable expectation to have a working computing infrastructure. This includes access to the departmental e-mail system (e.g., a working e-mail account), file and data storage (e.g., the H: drive), web services (e.g., web space available as http://www.econ.duke.edu/~yourusername) and basic print functionality to one or more of the departmental printers (either locally or networked). In addition, staff can also expect a desktop computer that meets our minimum standards, of at least a 1.6 MHz processor with 512MB RAM and Windows XP. We also provide each machine with a working connection to the Economics network, but cannot guarantee any functionality beyond that as we do not have jurisdiction over the networking equipment (both wired and wireless) in the building. Basically, this means that if the networking equipment goes down all of our network connections go down, and we have to put in a request with the OIT networking group for repairs.

We can ensure that the software installed with the base configuration (not any software that you had installed on your machine after the base configuration) is functional. This means that when you click on the icon the software opens. Beyond that we cannot guarantee that we can fix any and every problem you may have with the software. Especially issues dealing with how to USE the software, including such items as advanced printer features that may be specific to the software itself. We can only offer you suggestions or alternative solutions based on our own experience (which is significant in some areas and basic in others) and/or direct you to other resources (for example, Duke Computer Training). Our hope is that you will use your fellow staff members (by e-mailing staff@econ.duke.edu), the built-in help system that nearly all software packages have and books/publications as resources to help you learn the software that is essential to your job.