

13 November 2007

NOTEBOOK CONSIDERATIONS

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Dear Parents

As you begin to consider your purchase options for your son or daughter's notebook, it is important you understand the following information.

Option 1 – Purchase your notebook through the school program

Every technology rich institution runs a Standard Operating Environment (SOE) where all hardware and software used in that environment is guaranteed to be fully functional across the network. The two machines on offer this year will all function effectively in our SOE, in part because they have the following features:

- Windows Vista Business Edition (**not the 'Home' edition**)
- LAN Ethernet Card
- 2 Gb of RAM
- Internal Wireless Card (for wireless networking)
- Toughened 'educational' Carry Bag
- **3 years Extended Warranty**
- **3 years Comprehensive Insurance**
- On-site Service including guaranteed turn-around time or a loan machine.
- Office 2007 Professional
- Norton Anti Virus Software
- School Licensed Software (bundle of approximately 15 items)

Many of these items are not normally built into the advertised price of a notebook.

Option 2 – Purchase your notebook from a retail outlet or equivalent

Whilst some schools mandate the purchase of a school notebook, we continue to offer parents the flexibility of sourcing and purchasing outside our program, although it is essential that all notebooks meet certain requirements. The following aspects of the machine specification are mandated to ensure that they function in our environment:

- The Operating System must be Windows XP Professional, Vista Business or Vista Enterprise Edition – **Windows is a requirement for the majority of school software – MacOS is not compatible.**
- The machine must have an Ethernet Card.
- A Wireless Card which meets the IEEE 802.11g Wireless Standard and has 128bit encryption.
- Office 2003 or 2007 (Including Outlook)
- School Software - available from IT Services after 14th January 2008.
- Virus Protection with up-to-date virus definitions (to protect the machine and other network users) must be loaded and kept up to date.



Buckley House
IVANHOE


The Ridgeway Secondary Campus
IVANHOE

Plenty Campus
MERNDA

Strathbogie Outdoor Centre
LIMA EAST

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Please note you will be required to purchase:

- School Software – \$150 charged to your account covering a three year period.
- Service Levy – \$150 to cover the overhead of servicing machines sourced externally. This charge also covers a three year period.

I would also recommend the purchase of

- Extended warranty: Most retail machines will include a limited one year warranty on some parts. This should be upgraded to cover 3 years.
- Comprehensive Insurance: You must be cautious to ensure that the policy provides total cover ie. accidental damage, theft and cover for the notebook whilst at home, school or when travelling. Home insurance policies often exclude some of these items. Also consider the excess payable on each claim – on average our students require at least one insurance claim over the 3 year period.

Below is a sample purchase comparison between a school program Toshiba notebook versus a comparable retail Toshiba notebook

Toshiba M9 – Ivanhoe		Toshiba M9 T7100 – Retail Store	
Notebook Package	\$3,038	Notebook	\$2,289
<i>Educational Bag Inc.</i>		- Educational "Tough" Bag	\$40
<i>Memory Included</i>		- Memory Upgrade	\$75
<i>Insurance Included</i>		- Insurance	\$450
<i>Warranty Included</i>		- Warranty Upgrade	N/A
<i>Vista Included</i>		- Vista Upgrade	N/A
<i>Office 2007 Included</i>		- Office 2007	\$243
<i>Anti Virus Included</i>		- Anti Virus + 3yr updates	\$150
<i>Software Levy Included</i>		- School Software Levy	\$150
<i>Servicing Levy Included</i>		- School Servicing Levy	\$150
	\$3,038		\$3,547

It is worth noting the following:

- Retail stores will not offer on-site servicing. History has shown that students often experience long delays in servicing (upwards of a month in some instances without a replacement notebook)
- IT Support Staff cannot service the hardware of an external machine as this would void the manufacturer's warranty.
- Teachers and IT Support staff will not be familiar with the machine and much time can be spent in our support centre diagnosing and fixing problems that arise. We therefore charge a \$150 levy for this service.

Should you have any queries, IT Services are more than happy to help. Please contact us on: 9490 3583 or itshelpdesk@igs.vic.edu.au.

Yours sincerely



Chris Ross
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