



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■

# DTS - End User Computing Support

## Operating Systems Support

DTS only supports operating systems that are actively maintained by their vendor, particularly for security updates. If associated hardware is incapable of running a supported operating system, then this too shall be deemed unsupported.

### **Windows 11**

DTS does not currently support Windows 11 for either desktops or laptops. In all cases where support is requested and it is not possible for DTS to install Windows 10, then this support will be on a 'best endeavours' basis.

### **Windows 10**

Microsoft have a number of "sub releases & versions" of Windows 10. DTS supports Windows 10 Education / Enterprise / Pro for Workstations versions. We do not support "Home" editions as these are not designed for a business environment.

For Windows laptops and other standalone LSE devices not connected directly to the main LSE network, the supported version of Windows 10 is a minimum of 21H2, moving to a minimum of 22H2 as from 1 April 2023. App support is generally via the LSE App Store or by DTS installs booked via the Service Desk.

For desktops (and other devices connected directly to the main LSE network), the minimum supported version is 1909, moving to a minimum of 22H2 as from 1 April 2023. App support is generally via LSE Self Service or by DTS installs booked via the Service Desk.

## **Prior version of Windows (including Windows 7)**

All other Microsoft operating systems have been out of normal support (end of life) for a number of years. This means most Windows 7 devices have not received any security updates for close to three years. The additional paid-for support, if that option has been used in individual situations, ceases in January 2023, meaning any devices covered by an extended support agreement will not receive any security updates beyond that point.

Additionally these computers present a bigger cyber-attack vector for LSE, as even with patching there are vulnerabilities that remain unpatched in Windows 7 applications owing to lack of vendor support.

Therefore as from 1st November 2022, DTS will no longer support in any form of Windows 7 (or older) for end user computers. Furthermore any computers located that are still running Windows 7 (as a result of the pandemic, there may still be unidentified computers in storage/unused offices) will be subject to removal / disposal (in accordance with WEEE regulations) and cannot not be stored for any form of data retrieval. This includes both computers that are joined to the main LSE domain or any standalone LSE owned computers. In line with Cyber Essentials and other cyber security standards, beyond this point Windows 7 devices may be blocked from our network.

All computer hardware upgrades were completed as part of the Windows 10 upgrade project. DTS cannot fund any further replacement of computers still running Windows 7 that may be required. However if you do still have if you do still have out of support versions of Windows that you are required to use, please contact us.

## **MacOS 13 (Ventura)**

DTS does not currently support MacOS 13 for either desktops or laptops. In all cases where support is requested, and it is not possible for DTS to install MacOS 12 (Monterey), then this support will be on a best endeavours basis.

## **MacOS 12 (Monterey)**

DTS provides support for MacOS 12 however, some apps may not be available via LSE Self Service. DTS support for app installs is available via the Service Desk.

## **MacOS 11 (Big Sur)**

DTS provides support for MacOS 11 and all supported apps should also be via LSE Self Service. DTS support for app installs is available via the Service Desk.

## **MacOS 10.15 (Catalina)**

DTS provides limited support for MacOS 10.15, this is end of life for support with Apple and support from DTS will cease as from 1st April 2023. DTS will work with colleagues to update

supported hardware to Big Sur prior to this date. Please note that if your hardware (iMac/MacBook) doesn't support Big Sur or above, then this may be blocked from our network from this date.

## **MacOS 10.14 and earlier**

All other Apple operating systems have been out of support for a number of years and as such DTS no longer supports these older operating systems – except for if the hardware is compatible it will provide support to update the operating system to a supported version. Unfortunately if the computer is not capable of running a supported system then DTS cannot fund any replacement.

## **Linux (Ubuntu 22.04 LTS)**

DTS provides limited support for desktop versions of Linux – specifically the Ubuntu distribution. The preferred version is currently Ubuntu 22.04 LTS

## **Linux (Ubuntu 20.04 LTS)**

DTS provides limited support for Ubuntu 20.04 LTS

## **Linux (Ubuntu 18.04 LTS)**

DTS will cease to provide support for Ubuntu 18.04 LTS as from 1st April 2023. Please note that if your computer is running an unsupported version of Ubuntu, then this may be blocked from our network from this date.

## **iOS / iPadOS 15 / 16**

DTS provides support for iPhone and iPad devices running these versions of operating systems. Apps are usually available via LSE Self Service. DTS support for app installs from the Apple Store is available via the Service Desk.

## **iOS / iPadOS 14 (and earlier)**

DTS will cease to provide support for iOS / iPad OS 14 as from 1st April 2023. Please note that if your iPhone or iPad is running an unsupported version then this may be blocked from our network from this date.

## **Android 10 / 11 / 12 / 13**

DTS provides limited support for Android phones and tablets. Apps are available via the Google Play Store or Samsung Store.

Devices running earlier versions may be blocked from our network.

## **Xbox / PlayStation / Nintendo / Alexa / Kindle**

DTS provides limited support for other device operating systems, mainly to allow connection in Halls of Residence via eduroam (wireless) or Ethernet (wired). This is provided on a 'best endeavours' basis.

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### **Review schedule**

<b>Date Reviewed</b>	<b>Reviewed by</b>	<b>Next review due by</b>
1 <sup>st</sup> November 2022	Service Line Manager (End User Computing)	1 <sup>st</sup> March 2023