

### Chapter 2 - Hardware and Software

#### Standardization

With the rapid changes in technology, it is important to standardize on specific hardware and software. It is difficult to support and train on different hardware platforms and different software packages that perform the same function. Standards should be defined for hardware and software. E-mail, word processing and graphics programs present the same difficulties.

To begin the standardization process, take an inventory of the hardware and software present in the firm. Determine the most common standards in your firm for the different hardware and software. After deciding on what will be the standard in the firm upgrade the hardware and software technology and get rid of the nonstandard items. In this way, you will have established specifications for all future purchases. Standardization will maximize your investment into technology by reducing training costs and support time, and sharing of knowledge of the common technology.