

Faculty and Staff Computer Refresh Guidelines

The Division of Information Technology is implementing guidelines for replacing faculty and staff desktop and laptop computers on a three to five year cycle pending availability of funding. The purpose of the program is to ensure computing resources on campus are current, fulfil needs and are fully supported by the institution.

Goals of the Replacement Program are to:

- Ensure that faculty and staff have access to a computer of sufficient capability to support basic computing needs in fulfillment of their work responsibilities.
- Ensure minimum standards and compatibility for computing resources.
- Streamline the specification and deployment of new equipment and re-deployment or surplus old equipment.
- Be better stewards of institutional resources through enhanced management of computer assets

Participants

- The Replacement plan will fund one computer (desktop or laptop) per faculty or staff. When a laptop computer is provided, it will include peripheral devices necessary to support campus-based office use (external keyboard, mouse, 22" monitor and docking station). Computers will also be equipped to support video/audio web-based conferencing.
- Faculty new hires will be provided a standard desktop or laptop with approved funding from the Provost. If the hire is a replacement hire, the previous employee's computer hardware may be reassigned within the department, however one departmental computer will be returned to DoIT for reassignment or disposal.
- In the event that standard equipment does not meet a specific user's requirement such as speed, RAM, storage, or peripherals, the department may request an exception to the standard. Funding for the exception hardware will be allocated at the standard equipment amount. Additional funding to meet the required need will be provided by the requesting department. Requested upgrades to the standard configuration require Department's and Dean's approval. DoIT will facilitate ordering.
- Departments must surrender a computer for each refreshed computer installed under the replacement plan to ensure effective asset management.

The Division of Information Technology will:

- Utilize the Academic and Infrastructure Advisory Committees, to yearly define a standard computer configuration and determine the technical features required to meet needs. The specifications will be developed and published on the IT website along with pricing.

- Provide assistance and network resources so that the computers assigned have sufficient capacity to meet the needs of the user and the university.
- Maintain an accurate inventory of all University computers in order to track computer assets and identify computer equipment slated for replacement in a way that supports resource planning and assists in assigning priority in future replacement cycles.
- Provide notification to Colleges/Departments in a timely manner of the slated replacements allowing review and adjusting of priorities.
- In the event that a user's refresh plan computer fails before being eligible for next refresh, DoIT will initiate the process of repairing or replacing the failed equipment with equipment capable of providing comparable functionality.

Technical support will be provided on a best effort basis for computers purchased outside of this institutional Faculty and Staff Computer Refresh plan. Best effort institutional support will be for five years beyond the purchase date.