



Integrated Information Technology Services

POLICIES AND PROCEDURES

Computer Equipment Purchases and Scheduled Replacement

POLICY:

The Office of Integrated Information Technology Services (IITS) will coordinate the purchase of all College-owned computer-related equipment for both on-campus and off-campus use relating to Utica College. Furthermore, certain items will be replaced as part of the College's scheduled replacement strategy. Items not covered by the scheduled replacement strategy require approval from an area vice president or dean for purchase and/or replacement.

Software, hardware, and other devices purchased by an individual employee with his or her own money or in violation of this policy will not be supported by IITS, except that IITS will provide limited support in assisting users to connect personal devices to the wireless Internet.

Only hardware and software that has been approved and purchased through IITS will be eligible for scheduled replacement. However, the replacement schedule does not guarantee that computers will automatically be replaced. Eligible computers will be replaced as funding allows. If funding is not available, IITS may request a variance in consultation with the appropriate vice president or dean.

Exceptions

This policy applies to all computer and peripheral equipment for faculty, staff, and computer labs regardless of the physical location of the personnel or equipment. However, the scheduled replacement strategy does not include secondary machines (see below) and/or specialized labs such as the Economic Crime, Justice Studies, and Cybersecurity Building's forensics-specific computers, the Raymond Simon Convergence Media Center, the Trading Room, and Construction Management labs, although it does provide the process for the purchase of such equipment. Departmental computer purchases bundled with scientific instruments, those used for research projects, or other special-purpose systems are not replaced as part of the replacement cycle. These computers often integrate with specialized equipment and therefore fall under the category of specialized needs. IITS will work with faculty and/or staff members and vendors to ensure that the computer(s) purchased meet the system requirements and are properly protected against viruses, unwanted users, and other vulnerabilities.

If a computer is damaged beyond repair, lost, or stolen, and if the employee's vice president or dean determines that the loss or insufficiency of the computer prevents the employee from carrying out his or her responsibilities, the computer will be replaced regardless of whether it was scheduled for replacement or not.

SCOPE:

This policy applies to all faculty and staff who use computer and peripheral equipment for College-related purposes, regardless of the location of that equipment, and additionally covers all computer labs.

REASON FOR POLICY:

The goal of the policy is to ensure that all College employees have access to computing resources of sufficient capability to support fulfillment of their work responsibilities while ensuring hardware and software compatibility, functionality, accessibility, security, and value. This approach will allow streamlining of the specification, acquisition, and deployment of new equipment and disposal of old equipment, and sets optimal standards for computing resources.

DEFINITIONS:

Approval: Written or verbal authorization from the appropriate vice president or dean to purchase computer equipment.

Basic Computing Needs: In addition to a standard desktop computer, includes word processing, electronic messaging, Internet access, spreadsheet, database, and essential institutional data access considered minimal computing needs for UC employees. As appropriate, includes software designed to assist individuals with disabilities. Other specialized needs, such as secondary machines and advanced hardware, must be authorized by the appropriate vice president or dean.

Computer Equipment: Includes computers, peripherals, related equipment, and software.

Secondary Machines: Equipment that supplements the user's primary desktop or laptop computer. These may include netbooks, laptops, tablets, desktops, and other supporting machines. These devices are not part of the standard replacement cycle, and require prior authorization from the appropriate vice president or dean.

Specialized Needs: Advanced hardware, secondary machines, and auxiliary or peripheral devices needed for specialized computing beyond basic computing needs. These devices are not part of the standard replacement cycle, and require prior authorization from the appropriate vice president or dean.

Standard Laptop: A mobile computer with predetermined specifications that is the default equipment purchased when a user requires a laptop to complete his or her job requirements. Includes a docking station when possible, keyboard, mouse, and carrying case. Additional batteries, power supplies, or specification upgrades are not included but may be available upon approval from the appropriate vice president or dean.

Standard Desktop Computer: A non-mobile computer with predetermined specifications that is the default equipment purchased when a user does not require a laptop to complete his or her job requirements. Includes a keyboard, mouse, and monitor.

Peak Demand Period: Typically, the first two weeks of any semester and the first two weeks of any replacement phase. These weeks may overlap.

Network Printers: Printers that are used by two or more individuals and are connected to the campus network.

PROCEDURE:**Purchasing New Computers, Equipment, and Software**

The College community is encouraged to assist IITS in taking cost-savings measures with batch ordering of computing equipment purchases as much as possible. To this end, IITS will make bulk purchases each month. Requests must be submitted by the first of each month. Requests can be submitted to the hardware and software request website:

<http://www.utica.edu/request>

New Faculty (Full Time)

- Newly hired faculty in tenure-track or long-term contract positions are generally provided with a new standard desktop computer including a standard monitor. In some instances, the new faculty member will be given an existing system when compatibility with existing hardware or software is an issue or when a predecessor's computer is sufficient.
- If the faculty member and dean agree that specialized equipment or a software package that is above and beyond the standard desktop is needed, authorization from the dean is required. IITS should be notified as soon as possible to speed ordering of the computer components. Support for specialized software and equipment may not be available through IITS. When this support is not possible, the individuals involved are responsible for making appropriate arrangements with the vendor for support of the specialized software or equipment.
- Full-time faculty teaching at a distance should use their personal computer unless the use of a Utica College-owned computer is approved by the dean.

New Faculty (Short Term)

- Faculty who are hired on a temporary (i.e., one to four years) contract or in visiting positions will be issued a computer and monitor from inventory.

New Adjunct Faculty

- Faculty who are hired to teach on a part-time basis will be provided with equipment that is sufficient for their needs from the College's inventory.
- Adjunct faculty teaching at a distance should use their personal computer unless the use of a Utica College-owned computer is approved by the dean.

New Staff

- Newly hired staff will normally use the computer left by the previous staff member. Replacement of these computers depends on their age and place in the replacement cycle.
- If the computer is not capable of supporting the office's computing needs, another will be provided.
- Any request for non-standard equipment or equipment in addition to the replacement plan requires the approval of the appropriate vice president or dean.

Software

- IITS will provide College employees with a standard set of software as defined by Basic Computing Needs above. Employees requiring additional software need the approval of the appropriate vice president or dean and need to consult with IITS before purchasing to ensure compatibility.
- Employees must consult with IITS before installing any software. IITS will make an attempt to verify that the software is the best fit for the user's configuration. IITS is not responsible for installation or support of non-standard software. IITS cannot guarantee that user-installed software will be transferrable from an older computer or that it will function properly when new computers are provided.
- The term "software" includes the contracting of third party services and/or websites for any purpose.

Placing Orders

- Each office will designate one contact person who is authorized to coordinate and submit computer equipment orders for the department to allow for efficient and effective communication.
- IITS must be notified of non-standard computer equipment needs as soon as possible to provide adequate time to complete information gathering, ordering, and deployment.
- Requests for non-standard computer equipment or out-of-cycle replacements must be approved by the appropriate vice president or dean.
- Requests for the purchase of peripheral, auxiliary, or secondary devices such as scanners, flash drives, and single-use printers must be approved by the appropriate vice president or

dean in consultation with IITS to ensure that compatibility, functionality, and value are the best for the College community.

Replacement of Computers and Equipment

There may be cases where computers or equipment scheduled for replacement may no longer be needed. The appropriate vice president or dean should consult with IITS personnel to determine the advisability of replacing computers or equipment, but vice presidents and deans have final authority to make such decisions.

Computers

Eligible computers will be replaced every five years, provided that funding is available. IITS will notify each user and the area vice president and/or dean of equipment to be replaced according to the replacement cycle two weeks before the swap is to occur. In the event that a user has multiple machines, the replacement plan will replace the user's primary machine. Any purchases above and beyond the primary machine require approval from the appropriate vice president or dean. Computers being replaced must be made available by users to IITS during the appropriate phase to allow timely processing of equipment.

Replacements will be disbursed based on age of equipment, with the oldest receiving highest priority.

In rare cases, computers with unusually high use or excessive wear may be replaced before older equipment when it is in the best interest of the College.

Computers that are deemed non-repairable will be replaced as soon as possible.

IITS will provide advanced notice to users at the start of each phase so the user may prepare for computer replacements. This will allow users to plan for downtime required for IITS to schedule replacements and perform the required upgrade process in a timely manner.

Related Devices

Computer monitors are replaced on an eight-year cycle, provided that funding is available. Monitors are replaced by age, oldest first, or if any failure occurs. Requests for second or larger sized monitors require prior approval from the appropriate vice president or dean.

Network printers are replaced on a six-year cycle, provided that funding is available. Printers will be replaced with equivalently functional devices. Offices requesting printers with additional features or options require prior approval from the appropriate vice president or dean.

Files

The IITS Desktop Migration staff will backup and transfer work related files and other user data from older computers to their replacements, since files and/or email may need to be converted to work with newer software. For legal purposes, files needing to be transferred from one user to another, such as when changes in staff occur, require the approval of the appropriate supervisor.

RESPONSIBILITY:

It is the responsibility of IITS to order, purchase, provide, service, and replace faculty, staff, and computer lab facilities with equipment capable of accomplishing basic computing tasks. IITS will also track all primary computing devices to ensure timely replacement.

It is the responsibility of users to make equipment available to IITS for replacement when requested.

ENFORCEMENT:

Enforcement of Utica College policies is the responsibility of the office or offices listed in the “Resources/Questions” section of each policy. The responsible office will contact the appropriate authority regarding faculty or staff members, students, vendors, or visitors who violate policies.

Utica College acknowledges that College policies may not anticipate every possible issue that may arise. The College therefore reserves the right to make reasonable and relevant decisions regarding the enforcement of this policy. All such decisions must be approved by an officer of the College (i.e. President, Provost and Vice President for Academic Affairs, Executive Vice President and Chief Advancement Officer, Vice President for Financial Affairs, or Vice President for Legal Affairs and General Counsel).

RESOURCES/QUESTIONS:

For any questions or additional information, please contact the [Computer Help Desk](#). See also the [Purchasing and Accounts Payable policy](#).

Please note that other Utica College policies may apply or be related to this policy. To search for related policies, use the Keyword Search function of the online policy manual.

Todd S. Hutton, President

Date

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