Xavier University Policies & Procedures Manual

Section 3: Employee Responsibilities

Policy: 3.xx COMPUTER REPLACEMENT AND REFRESH POLICY

Scope: Faculty and Staff
Responsible Department: Information Technologies
Approved By: President's Cabinet

Last Reviewed Date: February, 2016

A.   PHILOSOPHY

Information Technologies at Xavier University (the "University') has developed a computer replacement policy to provide routine replacement of faculty and staff computers on a four year cycle. The overall purpose of this program is to ensure that the computing resources are up-to-date and supportable. The goals of this program are as follows:

- To ensure that all faculty and full time staff members have access to a computer that has sufficient capacity to support the basic computing needs in fulfillment of their work responsibilities;
- To assure that appropriate computing resources are available to computing facilities and classrooms, to support the mission of the institution;
- To maximize a centralized budget managed by Information Technologies that provides basic computing resources for University employees thereby providing relief to departmental budgets;
- To implement minimum standards for computing technology increasing the supportability of the computing resources; and
- To streamline the acquisition and deployment of new equipment and the proper removal and recycling of the old equipment.

B.   POLICY
Computer Replacement Cycle
Full-time and selected part-time faculty and staff computers, as well as computer equipment in classrooms, are on a replacement cycle of approximately 4 years. Computers are ordered and replaced during the summer. Computers acquired out of cycle will be replaced during the summer computer deployment after they have reached at least four years old.

Only the primary computer will be replaced through this program. If an employee has two computers, their department is responsible for replacement of the secondary computer at the department's discretion.

- *Existing Faculty and Staff*
  Existing full-time and selected part-time faculty or staff members with computers that are four years or older will be placed on a computer replacement list for review and be eligible to receive one new computer during the summer deployment period.

  Purchases are subject to Xavier's computer specifications of currently deployed models. Deviation from the standard computer configuration will require approval by Information Technologies and may require budgetary enhancements from the ordering department.

- *Newly Created Positions*
  Newly created positions are eligible to receive one new computer when the new hire arrives on campus. Purchases are subject to Xavier computer specifications of currently deployed models. Deviation from the standard computer configuration will require approval by new employee's supervisor and review with Information Technologies. This may require budgetary enhancements from the ordering department's operating funds.

  Computers for new full-time faculty and staff will be ordered and deployed after a supervisor fills out the Employee Technology Request Form, as part of the hiring process.

- *New Hires into Existing Positions*
  When a position is vacated, any computer, printer, and other periphery (the "Technology") that was assigned to that vacating individual will be returned to Information Technologies so that the Technology can be prepared for the next user. When a new hire fills a vacated position, the new hire will assume the Technology used for that position. The computer will be refreshed once it reaches its four-year end of life.

- *Adjunct Faculty*
  Adjunct faculty will not be supplied with their own computer. Shared systems are available within each department for their use. Additionally, Xavier licensed software can be obtained through a Virtual Desktop available both on- or off-campus.

- *Service Desks and Other Critical Service Workstations*
  Some departments maintain a service desk that is continually staffed during normal business hours, or have additional workstations for specialized equipment critical to the department's functions. Computers associated with service desks will be placed on a computer replacement list for review.

- *Student Employees and Other Computer Needs*

Currently, there is no central IT budget for replacing student employee computers with new units. A computer can be requested for student employee positions if they are needed. A computer will be provided that is operable with supported operating systems and software, but will not be included in the IT replacement cycle as defined.. Alternatively, student employees can use their own computers, connecting to the virtual desktop for Xavier specific software and access requirements. Additional computing needs will be at the department's expense to provide.

- *IT hardware Purchases with Grant Funds or One-Time Project Funds*
  When IT hardware that was initially acquired with grant or one-time project funds reaches its four-year lifecycle, this equipment will not be replaced as part of this program. The IT hardware will need to be replaced by the department if it is still needed.

C. PROCEDURES
Computer Refresh Procedure
Department heads will be contacted with a list of computers in their area that are eligible for refresh. Anyone that currently has a PC desktop/laptop, and is requesting to switch to a Mac, must be approved by both 1) his or her department head and 2) the Associate Provost for Information Technologies. Anyone requesting a laptop should be able to demonstrate the need for computing with mobility needs (i.e. classroom, meeting, off-site use).

Equipment Selection
The standard configurations include both desktop and laptop (standard and lightweight) models. Information Technologies provides full support for both. The following guidelines should be used to assist in the choice of equipment:
- The standard desktop is intended for general office productivity, such as word processing, spreadsheet creating, electronic messaging, and web browsing.
  Thus, making the standard desktop suitable for most staff office needs.
- The laptop configuration (Macintosh or PC) combines basic office productivity with portability. The standard laptop configuration is suitable for faculty and staff who intend to use the computer in the classroom, or for any employee who frequently needs computers during meetings, works from home, travels for the University, etc.

Department heads must endorse employees who wish to have a laptop based upon job requirements, mobile needs, and use cases.

The department is responsible for any difference in cost between the standard model set by Information Technologies and requested upgrades/not standard peripherals.

Peripherals and other equipment
This program does not include regular replacement of printers or other peripherals (including monitors wireless keyboard/mouse, local printers, docking station, laptop bags, stereo

speakers, etc.). The replacement and updating of these peripherals are to be paid for by the individual departments unless these items fail during their usable life. Copiers and multi-function devices are provided through the Auxiliary Services department, and are not covered by this policy.

Monitors will only be purchased with new desktop computers for new positions. It is expected that any other user will keep the monitor that he or she has.

Ownership and Support
Faculty and staff computers purchased through University computer replacement funds or department funds remain the property of the University.   Old computers being replaced are, likewise, the property of the University and will be removed from service when new computers are delivered. Only current hardware will be supported. Review the "Technology Purchasing and Disposal Policy" for explanation.

Reallocation of Computers within a Department
When a department wishes to reallocate a computer within the department, or when an employee moves offices, a work order should be entered through the University Help Desk (helpdesk@xavier.edu) to handle this request. No computers should be moved within a department without notification of Information Technologies. All computers on campus need to be accounted for and movement by department members within a department can disrupt this process. In order for a computer to be on the replacement cycle eligible list, Information Technologies needs to know where each computer is and who the computer is assigned to.

RELATED POLICIES
Technology Purchasing Policy
Acceptable Use Policy for University Computers and Network Systems
HR Policies and Procedures Manual
Policy on the Privacy of Electronic Information
Policy on User Accounts

NOTIFICATION OF POLICY CHANGES
The University reserves the right to change the Policy on Acceptable Use of University Computers and Network Systems at any time. Such changes will be posted on the University website (www.xavier.edu) and will become effective upon posting.

REVIEW CYCLE
This policy will be periodically reviewed and updated as appropriate. Policies should be reviewed at least every two years.