COMPUTER REPLACEMENT PROGRAM
GUIDELINES AND PROCEDURES

The overall purpose of the program is to ensure that computing resources in Facilities Management meet minimum standards defined by the university.

The goals of the FM Computer Replacement Program (CRP) are to:

- Ensure that all FM employees who use computing resources in fulfillment of their work responsibilities have access to a computer with sufficient capability to support basic computing needs, either through a device assigned to an individual or access to a shared device.
    - "Basic Computing Needs" include word processing, electronic messaging, library access, internet (web) access, spreadsheet, simple database, and basic institutional data access. Other specialized needs, such as secondary devices, advanced hardware, and other specialized needs will be evaluated on an individual basis.
- Ensure compliance with minimum standards for computing resources.
- Streamline the specification, acquisition, and deployment of new equipment, as well as the re-deployment or disposal of old equipment.
- Ensure that appropriate computing resources are available in support of the university's and department's missions.

A. ACQUISITION AND SUPPORT

Facilities Business Services provides computer technology support for all staff throughout FM, including ensuring compliance with University software and hardware standards and asset tracking policies.

Business Services will regularly assess existing computing devices in FM to ensure the devices continue to meet minimum standards, recommending replacements as necessary.

Acquisition Procedures

1. The purchase of all computing devices will be managed by Facilities Business Services.
2. Computing devices will be designated as needing to be replaced or acquired by one of the following methods:
    a. The old device being identified by Business Services as no longer

meeting the minimum standards of the university.

    b. The shop identifying that they wish to spend the funds to upgrade or acquire a device.

3. Facilities Business Services will work with the appropriate shop personnel to identify the minimum hardware and software requirements for the device to be acquired, based on the business needs of the specific shop. All peripherals (e.g. docking stations, cables, etc) should be identified and ordered at the same time as the device.

4. Either Facilities Business Services or the Shop will enter the requisition in PAWPlace, or initiate a purchase at the Bookstore for a new device. Any device that comes from Property Control must be assessed by Facilities Business Services to determine whether it meets the minimum requirements before it can be configured and connected to the university network.

    a. If Facilities Business Services initiates the purchase, they will also create a work order to charge the appropriate shop for the device.

    b. If the Shop initiates the purchase, they will ensure that the device is delivered to the Facilities Business Services department (rather than the shop) to be configured and connected to the university network.

5. Business Services will work with the appropriate shop personnel to arrange the logistics needed to complete the acquisition process. This includes, but is not limited to, the following:

    a. Facilitating the replacement process while maintaining continuity of critical business functions.

    b. Testing equipment and making necessary adjustments to applications as required.

    c. Developing permanent or temporary workarounds that are consistent with technological and security-related minimum standards that allow shop's to use essential legacy software that is not compatible with current computing standards and cannot be replaced with compatible software.

        i. Such workarounds will be documented in writing and submitted for approval by the Information Technology Division. Documentation will include the name of the shop involved, the specific business needs being met, the proposed technology solutions to meet the business needs, the plan and timelines for a permanent resolution (if a temporary solution is being proposed), and any contingency plans.

6. All devices will be entered into the university inventory management system by Facilities Business Services, prior to being delivered to the end user.

7. Any device being replaced will be given to Facilities Business Services for assessment as to whether it can be re-deployed within FM or should be sent to Surplus.

Support Procedures

Facilities Business Services will maintain an accurate inventory of all computing devices in FM in order to track computer assets as required by university police, as well as to identify computer equipment in need of replacement.

B. REPLACEMENT AND REDEPLOYMENT

Equipment purchased with university funds is the property of the institution, not of the shop or individual. Any device being replaced will be given to Facilities Business Services for assessment as to whether it can be re-deployed within FM, or should be sent to Property Control. Shops may not repurpose existing departmental computers within their shop without it first being assessed and re-inventoried by Facilities Business Services.

For any devices that are deemed appropriate for redeployment, Facilities Business Services will complete the following tasks:

- Clean and re-image devices.
- Load appropriate anti-virus software on devices.
- Identify who the device will be assigned to.
- Ensure that person can login to the computer and connect to the university network.
- Transfer the asset to the new shop within the inventory management system.

For any devices that are deemed ineligible for redeployment, Facilities Business Services will complete the following tasks:

- Wipe the device.
- Determine if the device should be sent to Property Control as is or dismantled for parts.
    - If the device is being sent to Property Control, Facilities Business Services will:
        - Transfer the asset to Property Control within the inventory management system.
        - Deliver the asset to Property Control.
    - If the device is being dismantled for parts, Facilities Business Services will
        - Remove the asset from the inventory management system.
        - Dismantle the device.
        - Save the appropriate parts for reuse.
        - Destroy the parts that cannot be reused.

C. EXCEPTIONS TO UNIVERSITY HARDWARE AND SOFTWARE STANDARDS

In the event standard equipment does not meet a specific computer resource requirement, the shop may request an exception. All exception requests must be for hardware or software that exceeds the minimum requirements and include compelling business needs. Exception requests may include the following:

- Technical Justification
    - Evaluated based on documented manufacturer's technical requirements for hardware, software and peripherals.

- Cost or Resource Justification
  - Evaluated based on verifiable cost or resource savings.
- Legal or Other Mandate
  - Evaluated based on the specific law or mandate, technology requested, and cost.

D. RESPONSIBILITY FOR EQUIPMENT

Each employee is responsible for taking reasonable precautions in regard to university-owned computing equipment. Employees may be held liable for damage to computing equipment arising out of their negligence or misconduct. Equipment will remain in the location where originally installed unless Facilities Business Services is notified so they can update the inventory management system. Any lost or damaged university-owned device must be reported to the employee's supervisor and the Facilities Business Services department immediately.

E. DEVICE REPLACEMENT PERIODS

The typical useful life of a computing device is a minimum of four years or through the end of the warranty period, whichever is later. For Apple tablets (iPads and iPods), the typical useful life is a minimum of five years. Devices which are older than the typical useful life defined here yet continue to function and are compliant with the current university minimum standards for hardware and software may continue to be used. Shops should use the typical useful life periods defined here as they plan their computer replacement budgets from year-to-year.