

IT Service Desk

Computer Purchase & Replacement Standard and Guidelines

Purpose

This standard and guidelines apply to all full-time and part-time employees covered by the IT Service Desk and to the purchase of all computer-related equipment issued and/or maintained by the IT Service Desk.

Equipment Purchase for University Business

All purchases of computer equipment must be coordinated with and approved by the IT Service Desk before approval from the Director and/or the Department. All machines and peripherals purchased using University funding are the property of the University. The machines and peripherals must be used only in a way that adheres to the [PPM Section 10](#) of the University.

The Department will provide funding for the initial computer purchase at time of hiring, unless otherwise specified by the department director. Future replacements and upgrades that follow the standard replacement cycle and meet requirements will have funding provided by the Department. Any additional funding will need to be covered by the Department or approved by the Director.

Computer Replacement Cycle

Full-time staff positions will be assigned one primary workstation. This station may be a laptop or a desktop computer. The machine assigned to the user will be the primary station and covered under the computer replacement cycle. All other machines assigned to a user must be upgraded by the Department or other arrangements at the Director's discretion.

All machines that meet the criteria to be replaced must be returned to the IT Service Desk upon replacement. Users may not keep replaced machines unless approved by the Director and the IT Service Desk. If a user is given approval to retain a machine after its replacement date, then the machine is no longer eligible for upgrades or replacement under standard procedures.

Full-time, Staff, Directors, Admins

A minimum of a four (4) year cycle will be used for all machine upgrades. This date is calculated based on the date of first assignment, not the date of purchase.

Departmental Part-time Staff

Computers needed for departmental part-time staff will be purchased by the Department or obtained from the Department's redistribution pool or Property Control (surplus). This includes any part-time staff, student workers, seasonal employees, employees hired for special projects, interns, and temporary users. These machines are not under the replacement responsibility of the Department and will not have regular update cycles.

Lab Computers

A minimum of a four (4) year cycle, or the length of the warranty, will be used for all lab computer upgrades. This date is calculated based on the date of first assignment, not the date of purchase. These machines are not under the standard replacement cycle and will be replaced as needed determined by the Department and the IT Service Desk.

Kiosk Computers

Kiosk computers will be purchased by the Department or obtained from the Department's redistribution pool or Property Control (surplus). These machines are not under the standard replacement cycle and will be replaced as needed determined by the Department and the IT Service Desk.

Damaged or Inoperable Machines

Any machine that is damaged or inoperable before the four (4) year replacement cycle ends will be assessed by the IT Service Desk. If the machine is inoperable or damaged due to fault of the user, then it will be the responsibility of the Department to provide funding for the machine repair or replacement. If the machine is damaged or inoperable due to reasons beyond the fault of the primary user and it is not covered by the warranty, the Director will provide funding for the repair or replacement of the machine.

If a machine is repaired during the replacement cycle, the original replacement cycle remains at the time of first assignment. Replacement cycles will not reset when changes are made to machines.

If a machine is replaced, a new replacement cycle will be initiated at the date of assignment for the new machine.

Inherited Machines

Replacement personnel will inherit the machine from their predecessor unless another arrangement is approved by the IT Service Desk or Director. The machine will maintain the original upgrade cycle from the date of first assignment.

Standard Computer Configurations

The IT Service Desk will maintain a list of computer hardware that is approved for the Department to purchase. Full-time staff will have the option of a Windows or Apple based machine from a list of standard configurations.

Peripheral Devices

Desktops

All desktop computers purchased for full-time staff will be issued with a computer, monitor, keyboard, mouse, speakers, and required cables.

Laptops

All assigned laptop computers that are purchased as a primary device for full-time staff will be issued with a keyboard, mouse, dock, monitor and required cables.

Extra Peripherals

All other peripheral devices will be purchased by the Department. Peripheral devices include extra monitors, adapters, printers, speakers, etc.. Requests may be made to the Director to provide funding for extra peripherals and will be decided on a case-by-case basis.

Off Campus and Mobile Devices

University owned, off-campus devices must follow the same policies as on-campus devices. Off-campus devices must be used in accordance with the [PPM Section 10](#) of the University.

Desktops

All University owned desktop computers for off-campus use must be approved by the IT Service Desk and the Department. An off-campus release form will be signed by the IT Service Desk and the user to whom the device is assigned. All University owned off-campus devices must be brought to

campus and connected to the network or connected to the Weber State VPN at least once a month. Off-campus devices must stay in their original configuration, and internal components must not be replaced with personally purchased components.

Mobile Devices

Mobile devices include iPads, Android tablets, and laptops. All mobile devices will require a checkout form to be signed by the user to whom the device is issued. All University owned, off-campus devices must be connected to the Weber State VPN or brought to campus and connected to the network at least once a month.