

## **Technology Replacement Policy May 2008**

Information Technology Services is responsible for the maintenance, replacement and upgrade of the computer and computer-related technology equipment used on campus for faculty, academic staff, and students.

In general, equipment that falls under the replacement policy includes the primary computer for faculty and staff; general access computers (classroom, public labs, special services, loaners, etc.); central servers supporting administrative and academic needs; and equipment in electronic classrooms.

Computers and computer-related technology in areas such as faculty research labs, work-study student computers, student research labs, or other department-specific resources are not included under this Replacement Policy.

When faculty or academic staff members have multiple computers provided by the College, one computer is designated to be the “primary” office computer. This designation will be made by Information Technology Services in consultation with the faculty member, staff member or department chair as appropriate. This is the system that will be tracked for purpose of the replacement cycle.

Faculty are encouraged to consult with Information Technology Services regarding both their hardware and software needs. This includes any purchases being considered through the Computer Sales department of the College’s bookstore. This consultation process should help ensure that all purchases meet faculty needs as well as campus standards.

### **Computer and computer-related technology includes, but is not limited to:**

- Desktop and laptop computers in offices
- Desktop computers and workstations in public use labs and areas
- Computers used to provide special “services”
- Loaner equipment
- Network equipment
- Central servers serving the administrative and academic needs of Union
- Electronic classroom equipment

### **Equipment Replacement**

**Faculty and Academic Staff** – Information Technology Services maintains a list of faculty, emeritus faculty and academic staff (administrative assistants, technicians) and their associated primary computer. Twice each year (May and November), ITS identifies the computers that are due for upgrade based upon the current equipment requirements (age, processor speed, etc.). Those faculty and academic staff members who have computers that do not meet the current standards are prioritized by their status (faculty, emeritus, academic staff) and by their computing needs (level of use, for example). There are no defined replacement cycles but, in general, primary computers are usually replaced every 3-4 years.

If there is a component upgrade available that will get the computer to the current standards, that upgrade will be done rather than purchasing new equipment.

During each replacement cycle (May and November), a standard desktop and laptop configuration for both the Windows and Macintosh platform will be identified by Information Technology Services. These

standard configurations are designed to meet the computing needs for the majority of the academic users. The cost of these standard configurations will be used to determine the “base value” spent on a replacement. If the standard configuration provided by ITS (laptop or desktop) does not meet a user’s computing needs, the cost differential between the standard configuration and the user’s needed configuration must be assumed by the faculty member’s department or other funds available to the faculty member. If the standard configuration does not meet a user’s needs, it is strongly recommended that faculty work closely with Information Technology Services to develop a configuration that does meet their needs, are reasonable and necessary based upon current technology standards, and will leverage purchasing agreements that ITS maintains with a variety of vendors.

If a machine returned from a faculty member is good enough that it can be used elsewhere on campus then it will be recycled to another use/user.

If a faculty member chooses a laptop computer as their primary computer, it will be purchased in lieu of a desktop computer, not in addition to a desktop computer. Since the laptop will be received as a replacement for their existing computer, the existing desktop must be returned to Information Technology Services for redistribution elsewhere on campus. If peripherals such as a docking station, external monitor, etc. can be purchased in conjunction with the laptop and the cost does not exceed the “base value” for the replacement cycle, then such peripherals will be provided. Otherwise, it is the responsibility of the faculty member to provide the funding for such peripherals.

Hardware problems or specialized software needs may cause a faculty member’s primary computer to be upgraded out of cycle.

**Classrooms and Labs** – Lectern PCs are replaced on an approximate 2-year cycle. This then allows the equipment to be viable enough to trickle down to academic staff and emeritus faculty. Student-use computers are replaced on an approximate 3-year cycle. The equipment is still viable enough to be redistributed to academic departments for use in departmental labs, student research or other needed areas.

**Departmental Labs and Resources** – ITS will make a best-effort at providing upgrades to equipment used for departmental labs, faculty research labs, work-study students and other department resources. The equipment used for these upgrades will be “recycled” from other areas such as faculty, classroom and/or lab upgrades.

### **Software Replacement**

Software used on campus falls into three basic categories: operating system, standard and academic (also known as discipline-specific). Information Technology Services funds the annual maintenance on a majority, but not all, of the software in these categories thereby allowing for systematic upgrades of these applications.

Other software used by faculty and not specifically provided by Information Technology Services must be purchased or upgraded by the faculty member or their department. Consultation with ITS for application recommendations, pricing options, etc. is strongly recommended prior to any purchasing decisions.

#### **Operating System**

Operating systems which are commonly used on campus will be upgraded by Information Technology Services in a timely manner and on an as-needed basis. Upgrades will be for institutionally-owned computers only. For faculty and academic staff, ITS is responsible for providing the upgrade needed for the computer considered to be the faculty member’s primary computer. Some faculty may have multiple

institutionally-owned computers (laptop, desktop, research, etc.) that they use. In some situations, there may be a cost to the user for an operating system upgrade for a user's non-primary computer.

Currently, the operating systems supported by ITS are Microsoft Windows, Apple Macintosh OS X and certain versions of LINUX (SUSE, Red Hat, and UBUNTU).

### **Standard Software**

Standard software includes the Microsoft Office suite for both Windows and Macintosh. Upgrades for both suites are covered by the Microsoft Campus Agreement. This software may be installed on any institutionally-owned computer.

Other office productivity suites such as WordPerfect Office or OpenOffice are not supported by ITS.

Additional standard software includes virus protection software which has been site licensed by ITS.

### **Academic (Discipline-Specific) Software**

Some of the discipline-specific software that is used by a variety of departments has been licensed by Information Technology Services. Other discipline-specific software applications which are heavily used by individual departments and/or students are jointly licensed and maintained by ITS and the primary-use department. There are a number of software licensing methodologies used on campus including:

- Unlimited site license – allows software installation on an unlimited number of computers.
- Limited campus license – allows software installation on a specified number of computers. Computers may need to be connected to the campus network but are not restricted to specific locations.
- Individual license(s) – limited number of computers (or locations) can have the software installed.

Generally, the licenses for discipline-specific software will allow ITS to install the software on any institutionally-owned computer.

ITS will maintain a list of software packages and licensing information on the ITS website (<http://its.union.edu>).

As feasible and necessary, ITS will provide copies of Adobe products such as Acrobat, Creative Suite, Dreamweaver for faculty computers.

Other software used by faculty and not specifically provided by Information Technology Services must be purchased or upgraded by the faculty member or their department. Consultation with ITS for application recommendations, pricing options, etc. is strongly recommended prior to any purchasing decisions. Funding options available to faculty for software needed for scholarly research may include Faculty Research Fund (FRF) grants and/or Humanities Development Fund (HDF) grants.