Computer Refresh and Update Policy- 2018

Policy Statement: All University-owned computers will be replaced/refreshed or upgraded on a set time frame by IST with newer computers to minimize service cost and improve productivity.

Reason for Policy: The purpose of this policy to create an authorized process for replacement/refresh/upgrade of computers at the Georgetown Law Center.

Scope of Policy: This policy covers all University owned computers that were provided the IST Department at Georgetown Law.

Audience of Policy: This policy is intended for all University faculty and staff who use University owned computers that will be periodically replaced/refreshed/upgraded in accordance with this policy.

Policy Text:
• The IST computer refresh program replaces the following:
  o Desktops every five (5) years
  o Laptops every five (5) years
  o The University provides either (1) Laptop OR (1) Desktop for use.
  o The IST department allocates funds for Faculty regarding computer refresh/on-boarding, this allocation is reviewed on a yearly basis and can be subject to change. The current allocation is $2,400.00.

• IST does not replace/upgrade/refresh/provide:
  o iPads and/or Tablets are NOT provided by the IST Department. These devices are purchased from the Department Cost-Center requesting the device.
  o Desktop or personal printers are NOT replaced or provided by IST. Users will be reallocated to department printers. For additional information, please view the Printer Policy- 2018.

• This replacement cycle provides our community with competitive technology, stronger security standards and enhanced support from the IST Help Desk. All University Faculty and Staff members who have a University computer scheduled for replacement are contacted by IST prior to the replacement timeframe to start the replacement process. IST ensures that the hardware and operating systems for standard desktops and laptops will fulfill the majority of everyday computing needs.
• IST will evaluate all devices that meet the five (5) year timeframe to determine the viability of the machine, etc. Internal component upgrades as well as Operating System upgrades will be considered prior to equipment replacement. If IST determines that individual component upgrades or software upgrades do not resolve issues, etc., IST will recommend the replacement of the device with the standard University desktop/laptop profiles.

• Any non-standard computer must go through the Exception Process for approval. If University hardware standards do not meet a client's needs, exception equipment may be purchased, subject to the approval of the Law Center CIO. **NOTE: The IST Help Desk is optimized to support standard computers with standard software images. Selecting non-standard equipment may limit support and delay repairs.**

• Computer replacements requested prior to scheduled replacement must be submitted as an exception request. Previously approved exception computers will have to go through the exception process for each replacement to validate that the new standard computers can utilize all the standard IST system images and installed/provided software tools. Exception requests that result in procuring cost that exceeds the regular standard replacement will incur budget allocation with the requesting department.

• All University computers are loaded with a standard software suite, including a single operating system and software for core office functions. Any secondary operating systems and additional software outside of University approved standard software will have to be paid for by the requester's department. Upgrades and/or additions to the standard software suite are scheduled and carried out university-wide by IST. Clients will be notified prior to any scheduled maintenance of the standard software suite. Clients are responsible for ensuring that additional software they install is compatible with the standard suite. Contact IST prior to purchasing non-standard software to review your current software requirements and hardware capacity.

• In the event of failure, asset owners must have the Help Desk certify that the equipment has failed and is no longer under warranty. Upon determination of failure, the Help Desk will initiate the process of replacing the failed equipment with equipment capable of providing comparable functionality. Any additional or different functional requirements must be communicated to the Help Desk at the time the failure replacement process is initiated.
• In the event of failure due to an external event/negligent use (i.e. dropped equipment, liquid spills, etc.), departments/individual user are responsible for the replacement cost of the equipment. Reasonable repairs will be covered by the IST parts/repair budget.

• In the event of loss or theft, departments/individual users are responsible for the replacement cost of the equipment.