Computer Refresh and Update Policy

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

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 by IST at Georgetown Law.

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

Policy Text:
- The IST computer refresh program replaces the following:
    - Desktops every five (5) years.
    - Laptops every five (5) years.

The University provides either (1) Laptop OR (1) All-In-One Desktop for Office use. All other devices that an employee might have obtained from alternate funding, will be retired at the end of their five-year cycle in order to keep insecure devices from our network as these machines are often out of support at that point.

   - Departmental funding can be used to purchase additional devices
   - FRA purchases are driven by the FRA policy.
   - Laptops are offered to all hybrid positions.
   - The IST department allocates funds for Tenured Faculty regarding computer refresh/on-boarding, this allocation is reviewed on a yearly basis and can be subject to change.

- IST does not replace/upgrade/refresh/provide:
   - 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.

- 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.
  (IST 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 IST 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. A loaner machine will be provided, if needed, during that time.

- 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 and should funnel claims through their budgets/personal insurance.