Information Technology – Rodney Tosten, Vice President of Information Technology

Effective Date: February 1, 2016
This policy replaces all previous policy in this matter bearing an earlier date.

Title: Computer Replacement, Computer Upgrade, Operating System Upgrade and Printer Policy

Applicable To: All computers and related accessories purchased or otherwise owned by Gettysburg College and used by the campus community.

Overview:
Gettysburg College maintains and upgrades computer hardware and software provided to campus users according to this policy document. College computers are associated with positions and departments, not individual employees. An employee changing jobs or transferring to another department does not take their computer with them. Please contact the Information Technology (IT) Helpdesk at 337-7000 with any questions you may have.

Replacement and Improvement of Computers: Full Time, Permanent Employee Assigned Computers

Computers: IT will replace full time, permanent employee assigned computers with a new computer and associated operating system during the month that the computer becomes five years old.

IT also visits all departments by building every two years according to the monthly schedule available
https://www.gettysburg.edu/about/offices/it/policies/IT+BUILDING+VISITATION+CALENDAR-+2015.pdf

Any full time, permanent employee assigned computer that becomes five years old during the scheduled visitation month will also be replaced. The age of a computer is determined solely by its college acquisition date.

Operating Systems: PC and Apple users may require operating system upgrades outside of regular life cycle replacement procedures. For that reason, IT will also consider upgrading or replacing operating system upon request with good cause shown. Operating systems can only be upgraded or replaced on computers capable of handling them. Operating system upgrades or replacements are subject to available IT resources and campus network and software compatibility.

Computer and Operating System Choices for Life Cycle Replacement Computers : IT currently recommends selected models of Dell, Microsoft and Apple computers (called "Standard Computers") for life cycle replacements but is able to purchase and support different models and manufacturers (called "Specialty Computers") to satisfy unique computing requirements or budgets. IT may not stock loaner equipment for all makes and models. Alternate computers must be comparably priced or cost less than IT's recommended models. For computers more expensive than IT standard computers, IT will contribute its cost for a college standard computer and the requesting department must pay the differential.

IT supports Windows and Apple OS on college owned computers. Linux may be used if the employee's computing use requires it: however, IT cannot support or troubleshoot Linux problems. IT cannot guarantee that network services, applications or functionality are identical on every operating systems platform due to proprietary differences among them.

Some computers can be configured for dual booting into different operating systems for good cause shown. IT can assist or advise in the initial setup, but users are cautioned that such configurations lead to support difficulties and may result in software malfunctions or operational difficulties beyond our ability to control.

Your Computer Options - Please Select Carefully

Your decision to select a Standard Computer or Specialty Computer during the replacement cycle is a very important one and affects your convenience, cost, hardware and software. Your computer must satisfy your work needs for five years. Once you select your computer your decision cannot be changed until the next replacement cycle.
View the current IT Standard Computers here:
https://www.gettysburg.edu/about/offices/it/policies/Gettysburg+College+2016+Computer+Standards.pdf

Standard Computer: IT recommends a Standard Computer for most users

* Full IT Support

* Preconfigured to meet most needs

* IT standard technical specifications

* IT standard accessories

* Pre installed and licensed IT standard software including Microsoft Office. View the current list of IT standard software here: <insert URL>

* Standard make, models and features available at no department cost (feature upgrades available with department funding)

* Best solution for compatibility with campus systems

Specialty Computer: You may specify a make and model of your choice for solving customized, unique, special technical or budget needs

* Full IT Support

* Delivered as-is (out-of-the-box) after being inventoried by IT. No preinstalled software except for antivirus, network configuration and factory supplied software.

* User Installs Own Software

* Some licensed software may be available from IT via Help Desk Request or drop off service (Note: Licensing contracts do not allow IT to provide college licensed product keys to end users).

* Departmental funding of all costs exceeding IT standard price point.

Departments are expected to fund any upgrades and accessories beyond the standard hardware and software provided by IT. IT will contact the appropriate departmental staff according to the published schedule and arrange for replacements at a mutually agreeable time.

IT will provide a replacement monitor for a desktop computer being replaced when needed and recover the obsolete monitor in the process for recycling.   IT will provide only one monitor per assigned desktop computer but departments may fund and retain additional monitors as they judge appropriate. Any extra monitors will be identified in the inventory system as assigned to the appropriate department for use at departmental discretion and that department is solely responsible for their life cycle replacement.

College owned departmental computers less than five years old as defined above are eligible for reasonable improvements at IT expense to enhance performance or function at any time. Department heads should contact IT

for advice, service and scheduling related to computer improvements, particularly if extraordinary needs or major improvements are anticipated.

Departments may submit a request at any time for the replacement of a computer less than 5 years old or request a computer that is an addition to their existing inventory but the requesting department must fund the entire purchase.

Replacement and Improvement of Computers: Enhanced Learning Spaces and Public Computer Labs
Subject to available hardware and resources, computers in recognized enhanced learning spaces and public computer labs may be eligible for replacement if they are at least five years old.

Replacement and Improvement of Computers: Part Time, Non-Permanent Employee and Departmental Computers Newly appointed substitutes, replacement or part time faculty administrators and staff, one-year appointments, sabbatical replacements, adjuncts and temporary employees will normally receive the computer used by their predecessor. The aforementioned computers as well as general use departmental computers, grant funded computers, department purchased computers, student work stations and special function computers/private labs are eligible for replacement with an available IT inventory computer from our inventory no more frequently than once every two years in accordance with IT's biennial building visitation schedule. An IT inventory computer is a previously deployed computer that has been by recovered by IT and refurbished or upgraded in a professional manner. While these computers are not new they do represent a better and more performance oriented computer than what is being replaced.

Newly created positions (i.e. new positions, not existing positions renamed) require the gaining department to fund the initial new computer and related purchases as part of startup costs. IT will track the computers for new positions and will submit a request in the next available budget cycle for an IT budget increase to allow IT to periodically replace the equipment as defined in this policy.

If the College replaces grant or special funded computers, then the replaced computers become part of ITs computer inventory for subsequent use or disposition.

Replacement and Improvement of Printers: IT supports and maintains at least one network-accessible printer for each academic and administrative department. Network printers are replaced on a schedule dictated by reliability and maintainability of the machine rather than calendar years.

A network printer purchased from department funds or as a result of a grant that adds additional network printers to the department are not candidates for support or replacement by IT and must be replaced using departmental funds.

When a networked multifunction-device (MFD) requested by a department is deployed by the print contractor in an office area already served by a network based printer deployed by IT, the contractor's MFD will replace the IT network based printer when the MFD is of equal or greater capacity and functionality. The department has the option to:

1) Return the IT network printer that is being replaced to IT for reuse or parts
2) Retain the IT network based printer and the MFD. The department will bear all wiring and installation costs associated with keeping both. IT support of the retained printer will cease when the MFD is made operational and the department will be responsible for subsequent maintenance and replacement of the retained printer.