

Information Technology Services

Campus Computer Replacement Program [CCRP] Computer Lifecycle Management Procedures

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Author(s): ITS

Cross Reference/Related Procedure(s): [Campus Surplus of Electronic eWaste](#)

Audience: Campus

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Approvals:

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Revision History:

Date of Change	Rev. #	Description of Change(s)
02/20/2013	1	Document created
09/12/2014	2	Contents updated to Computer Lifecycle Management
10/12/2014	3	Provost & Vice Chancellor for Academic Affairs
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10/28/2014		Deans Meeting
9/15/2015	5	Document edited & revised version 3.0 Client Services
11/7/2017	6	Grammatical changes
3/1/2019	7	Accepted grammatical/formatting changes
3/19/2019	8	New recommended Policy and Process Changes
6/14/2019	9	Updated category descriptions, CCRP processes, grant-funded computers, Legacy computer definitions, formatting.
7/19/2019	10	Updated

Purpose:

This document details the lifecycle and replacement guidelines for campus computers (desktops, laptops, and mobile computer devices [not including iPads] running the campus standard operating system. The definitions for each category of CCRP-eligible computers are as follows:

1. Faculty and Staff
2. Department Classrooms: Podium, dedicated to a specific department
3. Department Labs: No podium, dedicated to specific department
4. Department General Purpose: Multiple people use for a dedicated business function
5. Research Labs

The funding level of UWL's Campus Computer Replacement Program [CCRP] may vary each year depending on available central funds. Generally, most faculty & staff computers are replaced 4 years after their purchase date. Lab, classroom, and department computers are replaced after 5 years and research labs are replaced every 6 years.

ITS will remove end-of-life (EOL) computers when delivering a new campus-owned computer. When appropriate, ITS may re-use EOL computers based on their condition to support other campus computing needs. EOL computers will be surplus or disposed of in accordance with campus surplus practices and guidelines.

Procurement of a computer may be funded at either the campus or department level using the current campus PO requisition process. Standard computer configurations and pricing can be found on the ITS web page under Purchasing then clicking on the [Campus Technology Purchasing](#) page link.

Generally, computers purchased with GPR or PR funds will be replaced with the same funding source. All computers and their status are recorded in the Information Technology Services (ITS) inventory management system in Web Help Desk.

Scope:

The following topics, processes, and related items are considered In Scope for the **Computer Lifecycle Management Standard Operating Procedure**.

In Scope

- Campus-owned computing assets (laptops, desktops, tablets and peripherals)
- Standard specified peripherals
 - Desktop: Include Monitor(s)
 - Mouse and Keyboard
 - Docking Station
 - Other Input Devices (i.e. track pads, etc.)
- Classifications of different computers based on primary function
- Campus computer purchasing
- Inventory management
- Computer replacement or repair
- Reallocation of computers
- Collection and disposal of end-of-life computers

Out of Scope

The following are Out-of-Scope for the **Computer Lifecycle Management Standard Operating Procedure**.

- Mobile devices
- Telephones (VoIP) and Cellular Phones
- Printers
- Software imaging
- Desktop support

Justification and Guidelines:

UWL faculty and staff are each allotted one computer. For GPR computer replacements, ITS will create a survey each year to gather computer replacement requests. Upgrade options for GPR-funded purchases may be viewed on the Campus Technology Purchasing Page. These upgrades must be communicated to ITS and will be funded by the requesting department or unit.

While PR-funded positions are not part of this replacement cycle program, departments are still encouraged to go through the survey process, or utilize the Campus Technology Purchasing Page.

Computers will meet the following criteria:

1. Form factor identified. Form factor refers to the size, configuration or physical layout of the computer.
 - a. Faculty and Instructional Staff: Laptop as standard
 - b. Non-instructional Staff: Desktop or laptop based on work function
2. Faculty and staff computers 4 years
3. Faculty and staff computers are deployed with the appropriate peripherals to support campus work including, but not limited to:
 - a. Monitor(s)
 - b. Mouse
 - c. Keyboard

Process:

GPR computer replacements:

1. ITS produces inventory reports identifying campus computers near or past end-of-life.
 - a. ITS Client Services provides each department with a report of their computer assets of record. Departments should notify their dedicated support representative of any changes or modifications to their specific inventory. Failure to do so may result in missing a computer intended for replacement.
 - b. The reports are generated annually typically in early fall by ITS Client Services and are delivered to the CIO and CFO.
 - c. After CFO final approval, final quotes are obtained.
 - d. Final reports are sent back to the specific departments to confirm computer selection, upgrades and necessarily account codes for upgrade purchases.
 - e. Client Services prepares orders, obtains final signatures, and Purchasing consummates orders.

2. General Information on CCRP process.
 - a. Campus funded computer replacements are strategic in nature, and will follow campus guidelines to take advantage of the available central funds for replacement computers. **Please note:** The goal in using central funds will is to use this funding to replace end-of-life computers and not to increase the overall computer inventory.
 - b. If departments choose to decline a computer's replacement from central funds, the computer is marked as Non-CCRP Eligible in the inventory and removed from the replacement cycle. This computer remains part of the university inventory.
 - c. Computers in the replacement cycle are replaced with UWL standard models using central funds until the funds are depleted (listed below in order of priority). If a unit or department determines upgrades or model changes (to another UWL standard model) are necessary, they are responsible for the cost difference from the UWL standard model provided for central funds replacement. Department chairs and a dean approval will be requested for the budgeted amount.

Faculty & staff (4yr): Up to one per employee

1. It is recommended faculty having multiple work assignments (in two departments) use the same computer for both assignments; however, ADA's should have a desktop at each location.
If an employee has been previously designated more than one computer for faculty & staff use ITS will choose based on the following order:
 - a. Laptop is always for faculty and staff use
 - b. Typically the most powerful computer is for research use
 - c. Typically the newest computer is intended for faculty & staff use
 - d. Oldest computer is for research use

2. A computer's main location must be in relation to the employee's role. For example, employees should not have a university owned "home" computer and a campus computer.
3. Staff, instructional and non-instructional, are limited to having one faculty & staff computer assigned to them.
 - a. Deploying more than one computer to an instructional staff member should be approved by the Office of the Provost.
 - b. Deploying more than one computer to a non-instructional staff member must be justified based on job duties and approved by appropriate administrator(s).
 - ii. **Department Lab & Classroom (5yr)**
 - iii. **Department General Purpose (5yr)**
 - iv. **Research Lab (6yr)**
3. Upon delivery of the replacement computer Client Services swaps the end-of-life computer with a new computer.
 - a. When a computer is replaced, it should be returned to ITS and the status is updated to the CCRP Inventory Pool or Surplus. If a department cannot account for a missing computer, they are not eligible to receive a CCRP-funded replacement. This does not include stolen equipment which is part of a different SOP policy.
 - b. Replaced computers are held by ITS for 14 days before any action is taken on them (in case some files did not get copied to the new computer).
 - c. After 14 days, the computer can be reimaged or surplus.
 - d. Computers in the CCRP Inventory Pool are maintained by ITS for reuse.
 - e. Replaced computers will be appropriately reallocated based on their age and intended use.

Additional Scenarios

All computer purchase requests must go through ITS. Copies of new requests submitted online will be sent to the Director of Client Services and support staff for the area. Support staff will verify inventory, make a recommendation, or suggest further review if needed. Once approved, the request goes to Purchasing.

1. New hire:

- a. Previously used computers are intended for new faculty and staff. An adjunct (non-budgeted Instructional Academic Staff-IAS) will typically be assigned the best available computer from the computer asset pool rather than a new computer.
- b. Departments may request **a computer for a new employee** based on the operating system (Windows or Mac) and device type (laptop or desktop).

- c. Computers will be assigned from the ITS computer asset pool based on availability on a first come first serve basis. Requests should be submitted online via www.support.uwlax.edu.

- d. **New employees and Start Up Funds**

Departments can use departmental funds to purchase new equipment for new employees, however if an original computer is attributed to the position it must be returned to ITS Client Services.

If a new employee requires a computer not available in the **CCRP Eligible Inventory Pool**, or is not at the requested level of performance of the end user, the department or unit is responsible for the cost to purchase a new one.

2. For **newly created** positions, the cost of the computer should be included in the funding for the new position. The initial computer purchase will be funded by the department or unit and will be added into the CCRP cycle accordingly.
3. If a position is eliminated, the computer will be returned to ITS Client Services and removed from CCRP eligibility.
4. If a computer needs repair or is damaged and not covered by a warranty, the department or unit is responsible for the cost.
 - a. Dell: 4-year or 5-year warranty on laptops and desktops.
 - b. Apple: 4-year warranty which does not include accidental protection
 - c. Microsoft Surface: 4-year warranty
 - c. Additional funding may be allocated for computers out of warranty for repairs beyond the warranty schedule, but within their replacement cycle.
5. Special request/needs for computers are handled on a case-by-case basis by ITS Client Services.
6. PR-funded units are responsible for replacement costs of their computers.
7. ITS will work with exiting employee(s) and their direct supervisor to recover or move data and then evaluate the computer.
8. Ownership of grant funded computers.

If a faculty member obtains an external grant and purchases a computer, the unit becomes part of the UWL ITS official inventory, and is listed in WHD. It is not eligible for replacement through CCRP. If the faculty leaves or retires, the computer stays with the university inventory. In rare occurrences, if a UWL faculty leaves the campus and transfers to another UW-System institution, ITS can determine the computer can be transferred to that institution. This change of ownership will be documented in the asset details in the Web Help Desk application. The process of transfer will be communicated to, and discussed with UWL Business Services to ensure appropriate fiscal rules are followed. UWL-licensed software must be removed, and the computer appropriately wiped.

9. If there is a need to retain a computer over 4 years old for specific software or hardware use, a faculty and staff can request a special waiver and after approvals from the campus Information Security Officer and Director of Client Services. If the computer utilizes an operating system which potentially causes a security risk to the network, it will need to be removed from the campus network.

Definitions and Terms:

Campus owned computer(s): Laptop or desktop computers owned by UW-La Crosse and are deployed to faculty, staff, or offices. All campus owned computers are recorded in the inventory management system and are supported by ITS. *Note: Campus owned computers that do not meet the standards and UW-L specifications, or are past end-of-life, are only offered limited support by ITS.*

End-of-Life: This term is used to describe a computer that has aged past the designated years and is slated for replacement.

CCRP Eligible Inventory Pool:

These computers are eligible for CCRP replacement. For example, if you are a new Red Book GPR-funded faculty/staff employee you would receive a computer from this pool.

Non-CCRP Eligible Inventory Pool:

“These computers are typically older, and have may been replaced previously. They are used for non-budgeted, PR-funded positions, or for special academic/administrative/student employees and uses. Granting the use of one of these computers is managed on a case-by-case basis by ITS and the requesting department. All computers will be inventoried, reimaged and taken out of the replacement cycle before they are re-deployed on campus. When the computer is surrendered by the department or individual, it will be disposed of in accordance with established surplus procedures.”

Research Computer(s): These computers are often configured for special equipment. Because of the specialized purpose, these computers may remain deployed past their end-of-life. These computers will be marked as “research” in the inventory system.. When the computer is surrendered by the department or individual, it will be disposed of in accordance with surplus procedures and guidelines. Listing a campus computer in “research” status is managed on a case-by-case basis with the department. Campus administration must approve new purchases.

General Purpose Use: These computers are deployed to a department instead of an individual. Typically they are used by multiple staff to provide a specific service. In some cases, visitors to an office or area use them. An example would be a computer in an office lobby that processes check-in information. These computers are marked as “general purpose” in the inventory system.. When the computer is ready is surrendered by the department it will be disposed of in accordance with surplus procedures.

Grant Computers: Some computers are purchased using one-time funds from a grant. These computers are treated the same as any other campus owned computer. They are recorded in the inventory system

and follow the same end-of-life cycle as defined above. These computers are not eligible for the replacement cycle.

General Purpose Revenue (GPR): These funds are provided by the State of Wisconsin and are allocated to UW campuses to fund operations. GPR is used to fund some activities on campus.

Program Revenue (PR): These funds are raised by individual units and programs at UW-La Crosse. PR is used to fund many aspects of a particular office/unit or programs on campus.