

## UW-L Information Technology Services Standard Operating Procedure (SOP)

**Title:** Computer Lifecycle Management

**Date Prepared:** 9/12/2014

**Author(s):** ITS

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

**Audience:** Campus

**Location:** ITS N drive

### **Approvals:**

**Approved By:** Provost/V.C. for Academic Affairs, V.C. for Administration & Finance, UW-L College Deans

### **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
10/13/2014	4	Vice Chancellor for Administration & Finance
10/28/2014	5	Deans Meeting

### **Purpose:**

This document details the lifecycle and replacement guidelines for campus computers (desktops, laptops, and tablets running a professional grade operating system).

Computer replacement cycle may vary depending on available central funds. Generally, most Faculty & Staff computers will be replaced after they have reached 4 years old; whereas, lab, classroom, and research computers will be replaced after they have reached 5 years old. Grant funded computers are excluded from this Standard Operating Procedure (SOP) and are generally not replaced centrally. ITS will remove end-of-life computers when delivering a new campus computer, and, where appropriate, may re-use such computers based on the condition of the unit and whether it can be used to support other campus computing needs. End-of-life computers are disposed of in accordance with the campus surplus practices and guidelines.

Procurement of a computer may be funded at either the campus or department level using the PO requisition process. Standard computer configurations and pricing can be found on the Eagle Help Desk web page under [Campus Computer Info](#).

It is understood that generally computers purchased with GPR funds will be replaced with GPR funds and computers purchased with PR funds will be replaced with PR funds. However, there will be some instances where this may not hold true, for example when computers are purchased as part of a building project using GPR funds for a unit that generates revenue.

All computers and their status are recorded in the Information Technology Services (ITS) inventory management system.

Definitions of terms are listed later in this document.

### **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)
- Peripherals considered standard in computer deployment
  - Monitor(s)
  - Mouse
  - 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 considered out of scope for the Computer Lifecycle Management Standard Operating Procedure.

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

### **Justification and Guidelines:**

Faculty and staff are each allotted a computer. For GPR computer replacements, ITS creates a computer replacement site specific to the current replacement cycle then informs department chairs regarding access to the site and how to submit replacement requests. GPR upgrade options or PR computer purchase options are offered through the campus website found on the ITS Eagle Help Desk web page under [Campus Computer Info](#).

Computers will meet the following criteria:

1. Form Factor
  - a. Faculty and Instructional Staff: Laptop as standard
  - b. Non-instructional Staff: Desktop or laptop depending on work function
2. Faculty and Staff computers 4 years (except for Adjunct which is 5 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 that identify campus computers near or past end-of-life.
  - a. Reports are generated annually the first week of October by Client Services and are delivered to the CIO and CFO.
  - b. After CFO final approval inventory reports will be shared with the Provost and Deans.
  - c. Department specific inventory reports will be shared with the department chair after the Provost and Deans approval.
  - d. Department inventory can be requested by a department at any time by contacting the Eagle Help Desk.
2. Client Services works with departments to purchase replacement computers.
  - a. Campus funded computer replacements are understood to be strategic in nature, and will follow campus guidelines to take advantage of the central funds made available for replacement computers. **Please note:** Central funds will only be used to replace end-of-life computers and not to increase current inventory.
  - b. If departments choose to decline a computer's replacement from central funds then the computer is marked legacy and removed from the replacement cycle but remains part of the university inventory.
  - c. Computers in the replacement cycle are replaced with UW-L standard models using central funds until the funds are depleted (listed below in order of priority). If a Unit or Department determines that upgrades or model changes (to another UW-L standard model) are necessary they are responsible for the cost difference from the UW-L standard model provided for central funds replacement. Department chair and a Dean approval will be requested for the budget amount.

- i. 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 (departments). ADA's are the exception and should have a desktop at each location.
    - 2. If an employee has been previously designated more than one Faculty & Staff use computer the employee chooses which one is to fulfill their Faculty/Staff role or ITS will choose based on the following (in order) or mark the computer as legacy:
      - a. Laptop is always Faculty & Staff use
      - b. Most powerful computer is for Research use
      - c. Newest computer is for Faculty & Staff use
      - d. Oldest computer is for Research use
    - 3. 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.
    - 4. Staff, instructional and non-instructional, are limited to having one Faculty & Staff use computer assigned to them.
      - a. Deploying more than one computer to an instructional staff member must 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 (5yr)
- 3. Upon delivery of the replacement computer Client Services swaps the end-of-life computer with the new computer.
  - a. When a computer is replaced, the replaced computer is returned to ITS and its status is updated to legacy or surplus.
  - b. Replaced computers are held for 7 days before any action is taken on them (in case some files did not get copied to the new computer).
  - c. After day 7 the computer can be reimaged or surplus.
  - d. Legacy computers will go into the computer pool for reuse; for example (in order of importance):
    - i. Adjunct (Non-Budgeted IAS)
    - ii. Graduate assistants
    - iii. Student workers
    - iv. Loaners
    - v. Other areas as needed
  - e. Replaced computers will be reallocated based on the device use and age. Replaced computers will be reallocated as time permits.

4. Any device use of Research, General Purpose, Grant and Legacy computers are handled on a case by case basis between Client Services and the department. For more information on “device use” see the “Definitions and Terms” section.

#### **Additional Scenarios**

All computer purchase requests must go through ITS. New requests submitted online will send a copy to the Client Services manager and the support staff for that area. Support staff will verify inventory and make a recommendation for further review if needed. Once approved then the request goes to Purchasing.

1. New hire:
  - a. Reuse computer out of the non-legacy computer pool (computers that were brought back to ITS when Faculty/Staff exit the university). Adjunct (Non-Budgeted IAS) will be assigned a legacy computer (will not be replaced with a new computer).
  - b. Departments may request a computer for New Hires based on the Operating System (Windows or Mac) and Device Type (Laptop or Desktop). Computers will be assigned from the computer pool based on availability and on a first come first serve basis. Requests should be submitted online via [support.uwlax.edu](http://support.uwlax.edu).
  - c. If a new hire requires a computer that is not available in the non-legacy computer pool then the Department or Unit is responsible for the cost to purchase a new one (i.e. only PC Desktops available and they need/want a Mac laptop).
2. New position: cost of the computer should be included in the funding for the new position. Initial purchase of computer will be funded by Department or Unit and will be added into the replacement cycle accordingly.
3. Repair/replacement for damaged computers - If not covered under warranty then Department or Unit is responsible for the cost
  - a. Dell: 4 year warranty with accidental protection included (tablets are 3 year)
  - b. Apple: 3 year warranty does not include accidental protection
4. Special request/needs (i.e. physical limitations) - Case-by-case
5. PR units are responsible for replacement costs of their computers.
6. Exiting employee: ITS will work with the department to recover or move data then evaluate the computer.

### **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.

**Legacy Computer(s):** Granting a campus computer “Legacy” status is managed on a case by case basis by ITS and the department. In some cases ITS will work with a department to repurpose a computer that has gone past its end-of-life. If so, the computer will be prepared by ITS for future use and inventory records updated before it is returned. From a record keeping perspective, these computers will be marked as “Legacy” in the inventory system and removed from the replacement cycle. When the computer is ready to be surrendered by the department or individual it will be disposed of in accordance with the states surplus procedures.

**Research Computer(s):** Some computers have specialized functions on campus. They are used in conducting research or are configured to use special equipment. Because of the specialized purpose, these computers may remain deployed past their end-of-life. From a record keeping perspective, these computers will be marked as “Research” in the inventory system and are removed from the replacement cycle. When the computer is ready to be surrendered by the department or individual it will be disposed of in accordance with the states surplus procedures and guidelines. Granting a campus computer “Research” status is managed on a case by case basis with the department. Administration must approve new purchases.

**General Purpose Use:** Some computers are deployed to a department instead of an individual and serve in some capacity to facilitate a business process. These computers are typically used by many staff, not just one, for providing a specific service or in some cases by visitors to an office or area. For example, a computer in an office lobby that processes check-in information. From a record keeping perspective, these computers are marked as “General Use” in the inventory system and are removed from the replacement cycle. When the computer is ready to be surrendered by the department it will be disposed of in accordance with the states surplus procedures. Granting a campus computer “General Purpose Use” status is managed on a case by case basis with the department.

**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.

**General Purpose Revenue (GPR):** Funds raised by the state, mostly through taxes. A certain portion of these state funds are allocated to UW schools. GPR is used to fund some activities on campus.

**Program Revenue (PR):** Funds raised by individual units at UW-La Crosse, mostly through offering services. PR is used to fund many aspects of a particular office/unit on campus.

**References:**

List any related documentation from a vendor or elsewhere.

Title	Location/URL	Purpose

**Flow Chart:**

NA

**Notes/Attachments:**

NA