Purpose:

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

UWL's computer Replacement Cycle may vary depending on available central funds. Generally, most faculty & staff computers will be replaced after 4 years after their purchase date. Lab, classroom, and research computers will be replaced after 5 years. Grant funded computers are excluded from this Standard Operating Procedure (SOP) and are generally not replaced centrally. 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 surplused 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. However, there will be some instances where this may not hold true, for example, when computers are purchased as part of a GPR-funded project 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)
- Standard specified peripherals
  - 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 (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 special 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:**
   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 (Adjunct staff 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 identifying campus computers near or past end-of-life.**
   a. Reports are generated annually typically in early 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 Provost and Dean’s 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 strategic in nature, and will follow campus guidelines to take advantage of the available central funds 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, the computer is marked as legacy 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 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; however, ADA’s should have a desktop at each location.
      2. If an employee has been previously designated more than one computer for faculty & staff use, 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 a legacy product:
         a. Laptop is always for faculty and staff research use
         b. Most powerful computer is for research use
         c. The 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 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 seven days the computer can be reimaged or surplused.
   d. Legacy computers will go into the computer pool for reuse.
   e. Replaced computers will be reallocated based on their age.
### 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 that area. Support staff will verify inventory and make a recommendation for further review if needed. Once approved the request goes to Purchasing.

1. **New hire:**
   a. Previously used computers are used for new faculty and staff. An adjunct (non-budgeted Instructional Academic Staff-IAS) will typically be assigned a legacy computer 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). Computers will be assigned from the computer pool based on availability on a first come first serve basis. Requests should be submitted online via [www.support.uwlax.edu](http://www.support.uwlax.edu).
   c. If a new employee requires a computer not available in the non-legacy computer pool, the department or unit is responsible for the cost to purchase a new one.

2. **For new positions,** the cost of the computer should be included in the funding for the new position. The initial computer purchase will be funded by department or unit and will be added into the replacement cycle accordingly.

3. **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 warranty on laptops and desktops, 3 year on tablets. Laptops and tablets have accidental protection.
   b. Apple: 4 year warranty which does not include accidental protection

4. **Special request/needs** are handled on a case-by-case basis.
5. **PR-funded units** are responsible for replacement costs of their computers.
6. ITS will work with exiting employee(s) and their direct report 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):** These computers are typically considered old, out-of-date, and have been replaced previously. Granting the use of a “Legacy” computer is managed on a case-by-case basis by ITS and the requesting department. All legacy computers will be inventoried, reimaged and taken out of the replacement cycle before they are redeployed on campus. When the computer is ready to be 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 to be used with 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 and are not eligible for the replacement cycle. When the computer is ready to be surrendered by the department or individual, it will be disposed of in accordance with surplus procedures and guidelines. Granting a campus computer “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 they are used by visitors to an office or area. An example would be a computer in an office lobby that processes check-in information. 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 surplus procedures. Granting a campus computer “general purpose” 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. These computers are typically 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.
References:

List any related documentation from a vendor or elsewhere.

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Flow Chart:

Computer Replacement Process Flow Chart

1. Centralized funding for computers is identified
2. ITS creates inventory report for eligible computer replacements and reviews with departments
3. ITS updates computer inventory and shares with CIO and CFO
4. Computer replacement surveys sent to Department Chairs
5. Reminder to fill out unfinished surveys is sent to Department Chairs
6. Surveys are processed by ITS and approval purchase report created
7. ITS meets with Department Chairs for sign-off of approval purchase reports
8. ITS prepares purchase orders
9. ITS receives, inventories and images new computers
10. ITS contacts faculty and staff for delivery of computers and return of existing computer
11. ITS places old computer in Wing Building asset pool, reviews and updates inventory
12. ITS updates computer inventory and shares with CIO and CFO