

## UE/SA ITS Purchasing Policy for Technology

Responsible Office: Undergraduate Education and Student Affairs Information Technology Services (UE/SA IT Services)

### I. Policy Statement

This policy outlines technology purchasing authority and procedures for the divisions of Undergraduate Education (UE) and Student Affairs (SA).

### II. PREAMBLE

It is the policy of the UE and SA divisions to provide centralized information technology support. It is therefore necessary that all purchases of technology be coordinated through UE/SA IT Services.

All equipment purchased using Rutgers funds is the property of Rutgers, The State University of New Jersey. UE/SA IT Services is charged with the management of all technological purchases within the divisions of UE and SA as defined in the SCOPE section of this policy. Each respective unit within the divisions of UE and SA is charged with the responsibility of safeguarding these purchases while under their care, custody, and control.

### III. PURPOSE

This policy is meant to simplify support, training, and purchasing procedures; leverage economies of scale; standardize equipment and software; effectively manage large-scale and small-scale projects; and capitalize on licensing and maintenance agreements.

### IV. SCOPE

This policy applies to all computing and network-related resources of the divisions of UE and SA, whether located on campus, or at remote locations and facilities. These resources include but are not limited to:

- a. Desktops, laptops and servers; the software running on these devices; and vendor supplied software services and contracting
- b. Peripheral equipment (e.g. printers, scanners, network copiers, anything that plugs into a computer, etc.)
- c. Cabling or connectivity-related devices (switches, hubs, firewalls, etc.)

Note: Departments not covered by this policy are departments supported by the Old Queens technical support team, the units of Housing and Residence Life, Recreation Services, and Dining Services.

An additional exclusion is for the Student Life Marketing department, but is restricted to Macintosh-based desktops and software on those desktops used solely for the purpose of desktop publishing. Any device with the potential to be shared with PC's (printers, servers, etc.) are not excluded from this policy for the Student Life Marketing Department.

### V. GOAL

1. It is the goal of this purchasing policy to:
  - a. Maintain standardized technology resources for the divisions of UE and SA
  - b. Reduce costs by focusing purchases and purchasing power
  - c. Reduce support costs and issue resolution time by managing infrastructure and software

**VI. POLICY**

- a. PC purchases and replacement
  - i. Centrally funded
    - 1. "Staff" PC's
      - a. Full-time staff will receive a replacement PC based on a set of criteria (see "[Planned PC Replacement](#)" procedure) every three years
      - b. Certain computers will be replaced sooner if deemed necessary by UE/SA IT Services staff
      - c. Items covered for repair or replacement for normal wear and tear include:
        - i. Any item originally supplied with a new computer including mouse, keyboard, speakers, and a monitor
    - 2. "Student Use" PC's
      - a. Computers may be manned by either type 4 or type 5 personnel, used to collect form data, dedicated single-use computer, etc.
      - b. Small-scale labs may be set up using these computers when "Student Use" computers are available, however, the priority will be towards replacing "Student-use" computers nearing their end of life
      - c. These computers are to be replaced by computers that are freed up from staff during the Planned PC Replacement Cycle
      - d. Computers will typically be 1-5 years old with replacement on an as-needed basis. These computers will be replaced whenever possible (see "[Planned PC Replacement](#)" procedure)
        - i. See "[Requesting a Student or Auto Login Use Computer](#)" procedure
  - ii. Departmentally funded
    - 1. Specialty computers
      - a. Used for graphics design or specialty printing, or sole purposes requiring a higher-end system other than a "Student Use" computer
      - b. Kiosks or display systems requiring new or proprietary computers
    - 2. Staff/student computers purchased out of the Planned PC replacement cycle
    - 3. Multiple replacements from physical or logical damage may be the responsibility of the department in an abuse situation (repeated theft, keys being removed from keyboards, etc.)
    - 4. Computer labs
      - a. Individual departments can set up computer labs under special circumstances and where supportable
      - b. This requires prior authorization from UE/SA IT Services
    - 5. Computers and equipment purchased by departments must be supportable by UE/SA IT Services
- b. Server hardware
  - i. Centrally funded
    - 1. All planned server infrastructure is centrally funded and managed by UE/SA IT Services

2. Server hardware and software maintenance is covered under normal use and is shared by both divisions
- ii. Departmentally funded
  1. There may be rare, special circumstances where an office or department requires additional servers that fall outside the scope of standard use
  2. Where possible, the server may be set up using spare hardware or virtual machines
  3. Specific purchase and support agreement(s) must be made in conjunction with UE/SA IT Services
  4. Servers purchased by departments cannot be used for additional services outside the scope of the original agreed-upon intended use
  5. The device must be supportable by UE/SA IT Services
  6. Without the written consent of the director of UE/SA IT Services, the equipment must be maintained by UE/SA IT Services staff
  7. See "[Requesting Additional Server](#)" procedure
- c. Networking
  - i. Centrally funded
    1. The Rutgers University Telecommunications Division is responsible for core networking components and for repairs of all devices purchased under RUNet 2000.
      - a. Lifecycle replacements have not been funded and therefore may become the responsibility of both divisions
    2. Network devices purchased after the RUNet 2000 project ceased will be covered by UE/SA IT Services for repair
    3. Large-scale replacements may require additional budget requests to the UE and SA divisions for post-RUNet 2000 device replacement
    4. UE/SA IT Services is responsible for purchasing and maintaining firewall equipment and software
  - ii. Departmentally funded
    1. The repair of damaged existing data jacks or the installation of new data jacks is the responsibility of the department to which the room belongs, but requires the approval and coordination of UE/SA IT Services
    2. Additional data jacks, equipment, or infrastructure may be required or requested by a department either as a result of expansion or construction. This must be funded by the individual department
  - iii. Any work related to networking or connectivity including new building or construction, network design, rewiring, partitioning, wired or wireless networks, VoIP, wiring of cubicles, installation, removal, or reconfiguration of hubs, routers, or switches must be coordinated with UE/SA IT Services
  - iv. See "[Requesting Network-related Services](#)" procedure
- d. Printers and copy machines
  - i. All printers and copy machines are the responsibility of the department. No printers or copiers are centrally funded by UE/SA IT Services
  - ii. If spare printers or printing resources are made available, UE/SA IT Services may reallocate the spare equipment as required but is not responsible for repair
  - iii. Printers
    1. See Equipment Standards Addendum "Standardized Printers"

2. Printers, parts, toner, paper, etc. are purchased using departmental funds
  3. Printer repair is coordinated by UE/SA IT Services in collaboration with the supported department, however, printer repairs costs are the responsibility of the department
  4. All-in-one devices that perform more than one function (fax, scan, print, copy, etc.) and whose primary function is not that of a copy machine, is not supported. Please see “Copy machines” below for further information
  5. Inkjets are rarely supported and only under special circumstances
- iv. Copy machines
1. Parts, toner, paper, etc. are purchased using departmental funds
  2. Copy machines which support “All-in-one” services (fax, network printing, scanning) on copy machines must be reviewed with UE/SA IT Services prior to purchase, contracts, or renewals
  3. Copy machine repairs and repair costs are the responsibility of the department
- e. Software
- i. Standard software is installed on all PCs
  - ii. Windows is the standard operating system
  - iii. For a list of “Standard” and “Standardized software available by purchase”, and for funding clarification, see [“Software Standards”](#)
- f. Additional peripherals
- i. Additional peripherals (scanners, PDA’s, smart phones, digital voice recorders, medical devices, etc.) are the financial responsibility of the individual department
  - ii. If any software or driver is required or the device requires installation
    1. UE/SA IT Services must be consulted during the initial stages of the discussion and budgeting for the item, rather than after research has been performed.
    2. UE/SA IT Services must purchase the items directly
      - a. Occasional circumstances and exceptions to this are large or specialized medical equipment, etc.
      - b. UE/SA IT Services will inform of the proper purchasing procedure during the consultation
  - iii. Current recommendations or unsupported peripheral items are listed in the [“Peripheral Standards”](#)
  - iv. Commonly requested devices that are outside the scope of IT Services are:
    1. Copy machines (without network or all-in-one functions)
    2. Phones
    3. Home computers
    4. Projectors
    5. Fax Machines
  - v. Radios, televisions, video conferencing, and other Audio/Visual equipment
- g. Non-standard technology
- i. “Non-standard technology” is defined as technology that does not fall within the standards defined in this document (software, hardware, and networking)
  - ii. All non-standard technology is departmentally funded
  - iii. The purchase of non-standard technology components and must be minimized as much as reasonably possible
    1. See [“Requesting Non-standard Technology”](#) procedure

2. Examples of this include specialized hardware and software necessary for the functioning of the department (i.e., medical equipment, systems for disabled employees and students, desktop publishing etc.)
- iv. Purchases must be approved by the director of UE/SA IT Services. If declined, the request can be forwarded to the UE/SA IT Governance committee for review
- h. Purchase of Personal Equipment and Software
  - i. UE/SA IT Services will not purchase personal software or hardware for home use
  - ii. We recommend taking advantage of pricing available to faculty/staff:
    1. Equipment is available at a significant discount for personal purchases and can be found at:
      - a. <http://findtech.rutgers.edu/tmplt.php?pg=comp>
    2. Software is available at a significant discount for personal purchases and can be found at:
      - a. <https://software.rutgers.edu/>
      - b. Antivirus software is available to Rutgers Faculty/Staff for free at this site
  - i. Microsoft allows for a free copy of Microsoft products (with certain limitations) to be used at home. Please visit <http://www.microsoft.com/education/WorkHome.msp> for more information about restrictions
    - i. UE/SA IT Services can provide a copy of Microsoft Office for home installation based on the “Work at Home” program
    - ii. The software installation itself and any issues caused by the software installation are the responsibility of the user and will not be supported by UE/SA IT Services
    - iii. See “[Microsoft Work at Home](#)” procedure

If you require clarification on any item, please ask the ITS Help Desk at (848) 932-7248 or [its@echo.rutgers.edu](mailto:its@echo.rutgers.edu).