

**IT SERVICES POLICY**

**Policy Name:** Computer Replacement Policy

**Originally issued:** 07.07.08

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***Policy at a Glance***

- *Full-time staff computers*
    - *Replaced automatically every 3 years*
    - *All full-time staff are provided with a centrally funded desktop computer*
  - *Part-time and kiosk computers*
    - *Replaced automatically every 2-4 years*
    - *Allocated on a replacement and then a first-come, first served basis*
  - *Computers are centrally funded with certain exceptions and are the property of the University through UAA/SA IT Services*
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**1. Policy Statement**

This policy outlines computer replacement and related administrative procedures for the divisions of Undergraduate Academic Affairs (UAA) and Student Affairs (SA).

**2. Reason for Policy**

Many times users do not fully understand the decisions behind computer replacement within the divisions and have asked for clarification. The decisions are methodical and consistent with this policy.

**3. Who Should Read This Policy**

All users of networks and systems managed by UAA/SA IT Services.

**4. Related Documents**

Computer Move Policy  
Technology Purchasing Policy

**5. Contacts**

<http://its.rutgers.edu/help-desk>

## **SCOPE**

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

- Desktops
- Laptops
- Tablet PCs

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

## **POLICY**

Explanation:

Planned PC replacement is not based on request, but is managed on a year-by-year and case-by-case basis. UAA/SA IT Services budgets for and currently replaces 135 "Staff Use" computers a year with a new computer. Additionally, the computers being replaced are put back into the environment as "Student Use" and "Auto Login Use" (kiosk) computers. So the quantity of computers being replaced comes out to between 200-300 computers a year.

Minimum standards are different based on type of computer use:

### Staff Use

Computer used by a full-time staff member; or a graduate or type 4 staff member with a typical full-time staff function.

Replaced: New every 3 years.

### Student Use

Computer is used by a part-time staff member; or used infrequently (less than 4 hours a day, transient staff, etc.). Replaced: When equipment becomes available from previous "Staff Use" computers.

Replacement is usually every 2-4 years.

### Auto Login Use

Computer is set up as "auto-login". Under controlled and specific circumstances, some computers are required to be set up to automatically log in (nurse kiosks, student sign-ins, etc.). When equipment becomes available from previous "Staff Use" or "Student Use" computers. Replacement is usually every 2-4 years and is replaced in order of age or in specific circumstances by request.

Procedure:

- A baseline of hardware is determined for the year based on status (i.e.. vendor, processor, memory, hard drive space, etc.). This determination is made by senior ITS staff.
- Computers are ordered in groups of 15-20. The initial list is re-evaluated at the time of each group purchase to make sure the computer still exists and is used the same way as initially determined. Changes will be made as necessary.
- "Staff Use" computers are selected using the baseline and their use is verified by "ITS Field Support Staff". ITS staff usually go on-site to review the computers' condition, use, and location.
- ITS Field Support staff will coordinate with individual users a convenient time for replacement.
- Staff computers being replaced are then used to replace lowest functioning "Student Use" and "Auto Login" computers to perpetually keep the oldest computers as current as possible.

Additional Policy Notes:

- If staff are coordinated with an appointment, the appointment is expected to be held or reasonable notice given if delayed or a reschedule is needed.
- If the appointment is held up for more than 15 minutes or rescheduled with less than 24 hours' notice (1 business day), ITS retains the right to reschedule at our convenience.
- If a staff member frequently reschedules, delays or refuses new equipment, the user's supervisor will be contacted to assist in ensuring the coordination.
- Replaced computers and monitors are not the property of the originating department. We will make every attempt to provide equipment based on need, but the computers do not necessarily remain in any single department or building.
- New computers are not rewards or based on favoritism.
- New computers will only replace a single computer, not shuffled downward through staff based on rank or perceived merit.
- We receive many requests for charitable donations of replaced equipment. Unfortunately, our department cannot donate equipment. We must surplus all equipment as per University guidelines.