

# Seattle Pacific University

## Computer and Information Systems

### Policies, Procedures, Plans and Standards

#### Departmental/Office Computer Equipment (Central PC Pool)

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Contents:

#### **1.0 Introduction**

#### **2.0 Computer Equipment Categories**

- A. Department/Office Computers
- B. Department/Office Printers
- C. Academic Computer Labs
- D. Instructional Classrooms
- E. Open/Public Access
- F. Personally Owned Equipment
- G. Other Equipment

#### **3.0 Campus-Owned Equipment Standards**

- A. Desktop Computers
- B. Laptop Computers
- C. Apple Computers
- D. Printers
- E. Other Equipment

#### **4.0 CIS Equipment Support Levels (Service Level Agreement)**

- A. Fully-Supported
- B. Apple Equipment
- C. Minimally-Supported
- D. Personally Owned Equipment
- E. Campus-owned Equipment NOT on Main Campus
- F. Campus Agencies

#### **5.0 Inventory Levels and Tracking**

- A. Assignment of Equipment
- B. Increases in the Number of Computers
- C. Re-allocation Between Departments
- D. Decreases in the Number of Computers
- E. Upgrades/Downgrades Between Desktop and Laptop Computers
- F. Surplus Equipment

#### **6.0 Computer Equipment Maintenance and Replacement Pools**

- A. Centralized Replacement Pool
- B. Replacement Cycle
- C. Purchase Process
- D. Equipment Assignment

#### **1.0 Introduction:**

This policy effects computer equipment located in faculty, staff and administrative offices. This equipment represents a substantial purchase investment that also requires ongoing staff support, maintenance and repair, network access, software licenses, and equipment replacement/renewal. This document outlines the policies and procedures for the purchase, maintenance and support of the desktop systems, laptops and printers purchased and maintained by the University.

#### **2.0 Computer Equipment Categories:**

- A. **Departmental/Offices** – computer equipment (desktop systems and laptops) located in faculty, staff or administrative offices. This includes equipment used primarily by full-time employees, part-time faculty or staff, and student employees. This equipment is fully-supported by CIS. Equipment in this category is centrally maintained and replaced through the Departmental/Office Computer Repair and Replacement Pool (see below).

**Laptop Equipment beyond the Primary Computing Device** – under certain circumstances, employees might be provided an additional computing device (such as a laptop) to use for institutional purposes and travel. Such equipment must meet the purchase standards outlined below. Equipment in this category is fully-supported by CIS under the same rules as other desktop computer systems.

- B. **Department/Office Individual or Networked Printers** – printers (networked or personal) located in faculty, staff or administrative offices. This includes printers used primarily by full-time employees, part-time faculty or staff, and student employees. This equipment is funded and maintained by individual departments with technical assistance (procurement, setup, troubleshooting) by CIS.

- C. **Academic Computer Labs** – computer equipment located in any of the officially maintained and supported academic labs. This equipment is supported by the individual campus departments. Instructional Technology Services (ITS) provides overall direction for equipment located in campus academic labs.

ITS will establish and maintain the criteria by which an academic lab will be officially maintained and supported (and the level of funding required to create a new lab environment). Equipment in this category is maintained and replaced through the Academic Lab Equipment Pool. Rogue academic labs (not supported and maintained under the direction of ITS) will not be supported by CIS either.

- D. **Instructional Classrooms** – computer equipment located in classrooms for instructional use. This also includes the student PC's in M/W-3 and McKenna 113. This equipment is fully-supported by CIS. Equipment in this category is centrally maintained and replaced through the Student Technology Fee Equipment Pool.
- E. **Open/Public Access** – a small quantity of computer equipment is provided in open, public areas for general use. Equipment that is located in the Weter Lounge is supported by CIS and is centrally maintained and replaced through the Student Technology Fee Equipment Pool. Equipment located in "public access areas" in the Library is maintained by the Library. Equipment in open/public access areas not described above will not be supported by CIS.
- F. **Personally Owned Equipment Used on Campus** – under certain circumstances, employees may bring stand alone, personally owned equipment or peripherals to campus. As a general guideline this practice is discouraged. If however, the employee does so anyway, they are allowed to connect this equipment to the campus network provided that they meet all campus connectivity requirements. Support for this equipment is not provided by CIS. Personal equipment is not allowed to be installed inside any campus owned equipment.
- G. **Other Equipment**
1. **"Restricted" Funded Departments and Equipment** – some campus departments, programs or activities are funded with restricted or grant resources. Equipment purchased with these funds must meet purchase standards and is owned by the University. Equipment in this category is fully-supported by CIS with the exception that major repairs or equipment replacement is the financial responsibility of the campus department. Examples of restricted funded departments include ASSP (and the departments or programs funded by them) and the Washington School Research Center.
  2. **Agencies** – the University maintains contractual relationships with a few vendors to provide goods or services. These vendors (referred to collectively as "agencies") include Sodexo/Campus Dining, Barnes & Noble Bookstore, IKON Mailing Services, and Kinko's Copying Services. Other entities have long term relationships with the University and are allowed to connect to the campus network. These include Northwest Soccer Camp, First Free Methodist Church, the Pacific Northwest Conference, and the ACE Language Institute. These agencies own their own computer equipment. They are allowed to connect that equipment to the campus network provided that they meet all campus connectivity requirements. We encourage such agencies to seek support from their own IT staff and outside contractors. However, technical and hardware support for this equipment can be provided on a billable basis through CIS. CIS time is billable at \$50.00 per hour (1 hr minimum, 30 minute increments), plus any parts or materials.
  3. **Institutionally Owned Equipment Assigned for Home Use** – under certain circumstances, employees may be provided campus owned computers or peripherals for use at home. This allocation of university property must be done in writing and approved by the Area Vice President. Notification will be provided to CIS for inventory tracking purposes. Equipment in this category is partially-supported by CIS and requires the equipment to be brought to campus for support, and only SPU work-related software will be supported. Purchase of this equipment and major repair or replacement of this equipment remains the financial responsibility of the campus department.
  4. **PDA's** – personal digital assistants (PDA's) provide a portable and compact computer resource that can operate on a stand alone basis and can also be connected to the campus network or a personal computer. Contact and review with CIS prior to purchase is requested. Equipment in this category is minimally-supported by CIS for general operations and syncing to the campus network/servers, or a campus desktop. This equipment is not included in the central PC pool.
  5. **Smartphones** – smartphone/cellphones provide a portable and compact computer resource that can operate on a stand alone basis and can also be connected to the campus network or a personal computer. Contact and review with CIS prior to purchase is requested. Equipment in this category is minimally-supported by CIS for general operations and syncing to the campus network/servers, or a campus desktop. This equipment is not included in the central PC pool.
  6. **Other Peripherals** – specialized equipment and peripherals may be required in certain circumstances. Contact and review with CIS prior to purchase is requested. Equipment in this category may only be minimally-supported by CIS. Purchase of this equipment and major repair or replacement of this equipment is the responsibility of the campus department.

### **3.0 Campus-Owned Equipment Standards:**

Hardware standards and approved vendors are two critical elements in providing ongoing computer and technology support within our limited resources. Equipment that is purchased under the centralized repair and replacement pools is purchased in large volume. While some flexibility may be allowed, standardized parts and configurations can substantially lower maintenance and support. Exceptions will be reviewed on a case-by-case basis.

- A. **Windows-based Desktop Systems** – on an annual basis, CIS will establish configuration standards, identify primary vendors and provide a base price for desktop systems. As allowed by the vendor, some flexibility of configuration options is preferred. Where possible, maximum purchasing power, volume discounts and greater vendor support will be sought. Windows-based, desktop computers are currently the campus standard for staff and administrative offices.
- B. **Windows-based Laptops** – on an annual basis, CIS will establish configuration standards, identify primary vendors and provide a base price for laptop systems. As allowed by the vendor, some flexibility of configuration options is preferred. Where possible, maximum purchasing power, volume discounts and greater vendor support will be sought. Effective July 2008, teaching faculty are given a choice between a desktop system or a laptop, at their discretion. The selection of a laptop computer (instead of or in addition to a desktop system) for staff and administrative offices is left to the discretion of the requesting department.

- C. **Apple Computers** – desktop and laptop Macintosh computers will only be purchased on an exception basis. Equipment in this category will be partially-supported by CIS – which means the level of skill and knowledge is much lower than on Windows-based systems. Service response times will likely be longer for Apple Computer equipment compared to Windows-based systems. Cost differences in both the initial purchase and the ongoing replacement will be the responsibility of the campus department.
- D. **Networked Printers** – on an annual basis, CIS will establish configuration standards, identify primary vendors and provide a base price for network printers.  
  
**Individual Desktop Printers** – on an annual basis, CIS will establish configuration standards, identify primary vendors and provide a base price for personal desktop printers.
- E. **Other Equipment** – as new equipment enters the market place, CIS may be requested to review and recommend vendors, configurations, costs, and support. Some products may never reach the volume where campus standards must be set.

#### **4.0 CIS Equipment Support Levels (Service Level Agreement):**

CIS staff is responsible for the support and maintenance of a wide range of campus owned computers and peripherals. Service response times will vary depending on a number of factors. A quick call to the CIS HelpDesk may resolve a problem immediately. Departments can also call their Micro Support Representative directly for phone consultations and support. If an on-site service call must be scheduled, service disruptions take priority over new equipment installations. CIS makes heavy use of student employees in the routine support of campus owned hardware.

- A. **“Fully-Supported” by CIS Staff** – equipment in this category is generally the desktop computer, laptop or printer assigned to individual faculty or staff, or permanently located in administrative offices for use by part-time employees or student employees. CIS Micro Computer Support staff are assigned responsibility (by departments) to maintain this hardware. We attempt to become “experts” in the support and maintenance of this equipment. This level of support includes installation and setup, maintenance and repair in the event of hardware failure, and the replacement or upgrade of the equipment as provided via the centralized repair and replacement pool. Costs and budget for these activities will be maintained centrally.

The service level goals and objectives for equipment included in this category are,

- Equipment failure (out-of-service) will be addressed within 2 to 4 hours.
- Equipment maintenance (not resulting in out-of-service) will be addressed within one week.
- New equipment installation and setup is a lower priority than equipment failure, but should be completed within two weeks of delivery.
- All service calls should be accompanied by appropriate communication and coordination (set up an appointment, follow-up on status, confirm on completion).

- B. **Apple Equipment Support by CIS Staff** – while CIS full-time and student staff have a wide range of skill and expertise across many technologies, we still focus our efforts in training, documentation and research in those areas where campus standards are dominant and support requests are frequent. Support for Apple computers still includes installation and setup, maintenance and repair in the event of hardware failure, the replacement or upgrade of the equipment as provided via the centralized repair and replacement pool – however, the level of knowledge and skill in this hardware area is lower than with other systems. Costs and budget for these activities will still be maintained centrally.
- C. **“Minimally-Supported” by CIS Staff** – some campus-owned peripherals that might be provided in office locations are unique to an individual user or department or only deployed in a few locations. CIS will work with the equipment and assist as possible, but may not have the knowledge or skill to fully support these systems in all areas. Equipment that is minimally-supported includes PDA's/smartphones, scanners, laptop docking stations and extra keyboards, and other peripherals. The budget and costs for major repairs and replacement of these items is the responsibility of the department.
- D. **Support for Personally Owned Equipment** – CIS does not support the maintenance or repair of personally owned equipment, even if that equipment has been brought to campus for institutional use. If this equipment compromises the integrity or operation of any campus resource it will be disconnected. Examples of this equipment type might include printers, scanners, or PDA's – brought to campus by employees.
- E. **Support for Campus-Owned Equipment Not Located on Main Campus** – most University-owned equipment is located on main campus. However, there are a few off-campus locations that are supported at a lower-level. Timeliness and frequency of visits to these off-campus locations will not be equal to main campus locations. Three of these off-campus locations are: Washington Schools Research Center (Lynnwood), Casey Campus (Whidbey Island), and Blakely Campus (Blakely Island).
- F. **Support for Campus Agencies** – Computer equipment (desktop systems, laptops, printers, etc...) that might be located in agency offices are the responsibility of that entity. Equipment located in agency office locations is allowed to connect to the campus network provided all campus connectivity requirements are met. Such agencies are encouraged to find support through their own IT department or through outside contractors. However, as a courtesy to these agencies, technical and hardware support for this equipment is provided on a billable basis through CIS. CIS time is billable at \$50.00 per hour (1 hour minimum, 30 minute increments), plus any parts or materials. Examples of campus agencies include, Sodexo/Campus Dining, IKON Mailing Services, Kinko's Copy Services, Barnes & Noble Bookstore, ACE Language Institute, Northwest Soccer Camp, First Free Methodist Church, Pacific Northwest Conference, and others.

#### **5.0 Inventory Levels and Tracking:**

March 2003 is established as the baseline date for the initial hardware inventory level. CIS has a master inventory of all desktop computers, laptops and printers that will be included in the centralized repair and replacement pool. These inventory levels will be used to determine the funding level required to start the program, and also establish the length of time to allow the program to catch-up to the annual replacement levels.

The objective of this process is to establish a clear understanding of the amount of equipment currently owned and supported by the University and to track changes in the equipment levels that should be supported by appropriate budget resources. Increases in the amount of hardware being supported DOES HAVE A COST, beyond the initial purchase of the equipment. Most of the costs associated with equipment are permanent and ongoing. Gartner Research Group estimates that the initial purchase amount is only 20% of the total cost of ownership.

- A. **Assignment of Equipment** – equipment inventory levels are tracked within departmental boundaries. Equipment assignments within departments are left to the department head or dean.

- B. **Increases in the Number of Computers** – in order to add a new computer workstation (add a new employee, support a program in a different manner, equip a student workstation, equip an adjunct office, etc...) a permanent budget amount will be required from the department into the centralized replacement pool. This amount will cover the direct costs associated with a new computer in the fleet. The budget amount may change over time, but is currently set at:
- \$400 for a teaching faculty position (whether a desktop system or a laptop is selected)
  - \$400 for a standard desktop computer in a staff or administrative office
  - \$600 for a standard laptop computer in a staff or administrative office
- In addition, the department must purchase a new workstation at the time of adding to the fleet (although re-distribution within a department is allowed).
- C. **Re-allocations of Equipment between Departments** – since equipment assignments are made within departmental boundaries, deans and department heads have the freedom to re-allocate equipment between departments. As long as the total number of systems in the fleet does not change, these re-allocations are supported. Any questions regarding budget allocations and distributions will be handled between the departments.
- D. **Decreases in the Number of Computers** – there may be circumstances where the quantity of computer workstations is permanently reduced within a department. In this situation, provided that the overall budget is in place, the permanent budget amount would be returned to the department.
- E. **Upgrades/Downgrades Between Desktop and Laptop Computers** – there is a different cost basis for the replacement of desktop and laptop computers, so if a staff or administrative department decides to change equipment type at the time of equipment refresh, the difference in permanent budget (currently \$200) will be charged, or credited to the department. (Note this does not apply to teaching faculty positions).
- F. **Surplus Equipment** – the amount of equipment in the University owned fleet is a direct and ongoing cost to the University. When equipment is replaced on campus, the surplus equipment is not allowed to be re-distributed or re-allocated on campus. This equipment will be removed from campus and either sold or disposed of.

## 7.0 Computer Equipment Maintenance and Replacement Pools:

**Departmental/Office Computer Repair and Replacement Pool** – a permanently funded pool will be created to support the repair, maintenance, and scheduled replacement/renewal of departmental/office computer equipment. Increases in the number of computers under this pool would be covered by permanent budget transfers from departmental budgets.

**Replacement Cycle** – the goal for equipment replacements is currently at 3 years. Depending on the level of funding, this goal may need to be adjusted. By keeping the bulk of the equipment close to this life-cycle, hardware maintenance and reliability can be significantly improved, and the efficiency of support staff will increase.

**Purchase Process** – maximum purchase cost savings can only be realized when the campus volume of equipment can be consolidated. Ordering once (or possibly twice) a year will also streamline the delivery, setup, configuration and installation of new equipment.

Process:

- Spring – equipment inventory will be updated to designate equipment that will be replaced during the upcoming fiscal year. Annual equipment standards and vendors will be established. Departments will be notified of equipment that will be eligible for replacement. Final equipment counts, budget resources and configurations will be completed.
- Summer, into the Fall – equipment orders will be placed and received. Equipment for faculty and staff offices will be scheduled for installation.

**Equipment Assignment** – discretion will be provided to department heads and deans in how new and existing computer equipment is assigned. Existing equipment may be re-allocated within a department (within reason) as new equipment is being installed. Equipment designated for replacement will be removed.

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