POLICY TITLE: Computer Workstation Hardware Support Policy

POLICY PURPOSE:
Define the hardware support policy for computer workstations.

APPLIES TO:
- This policy applies to all University owned computer workstation systems (desktops, laptops, netbooks etc).
- This policy covers the main components necessary for a computer system to function; the internal computer items such as, but not limited to, hard drives, optical drives, memory, video systems, and power supplies.
- This policy does not include support coverage for servers, or workstations being used in server roles, or external computer peripheral items, such as, but not limited to, printers, scanners and external hard drives.

CONTENTS: System Functions
Levels of Support

POLICY STATEMENT:

System Function

Primary use computers: The primary computer regularly used by full time faculty / staff to perform their job responsibilities. (Individuals may have only one primary use system.)
Replacement Cycle: Systems in this category are replaced contingent on available funding from the Provost for Academic Affairs units, or by the appropriate non-Academic Affairs campus units. Systems replaced in Academic Affairs must be returned to ITS as part of the equipment roll-down process.

Primary function computers: Computer used to perform mission critical essential business operations for a department or office.
Replacement Cycle: Systems in this category are replaced contingent on funding available from the relevant department/campus unit.

Secondary use computers: A computer used by retirees, part-time faculty or staff, or student workers to perform their job responsibilities.
Replacement Cycle: Systems in this category are replaced with older systems as part of the equipment roll-down process.

Classroom or lab computers: A computer providing technology services in a classroom or public computer lab.
Replacement Cycle: Systems in this category are replaced by ITS contingent on available funding; systems may also be replaced with older systems as part of the equipment roll-down process, or with funding from an academic department in consultation with ITS.

Laboratory research computers: A computer providing specialized technology services in a research laboratory.
Replacement Cycle: Systems in this category are replaced with older systems as part of the equipment roll-down process, or by funding made available from the relevant academic department.

Checkout computers: A computer system available to faculty, staff and students to be checked out for a short period of time to provide temporary computer services.

Replacement Cycle: Systems in this category are replaced with older systems as part of the equipment roll-down process, or by funding made available from the relevant academic department or campus unit.

Virtual computer client: A computer system providing normal desktop services that are hosted on a remote server. Virtual computer systems can be used to support all of the system functions listed above.
Replacement Cycle: Systems in this category are replaced based on their system function defined previously.

Levels of Support

Full Support: Computer systems four years old or newer, or, virtual computer clients seven years old or newer. ITS will provide assistance for the integration of these systems with other supported campus technology resources, including services such as installation, training, cost effective repair and maintenance for items under warranty, troubleshooting and upgrades. Sufficient expertise will be maintained on staff to deliver a high level of support for systems in this category. In general, the cost of any necessary non-warranty repairs or upgrades for systems in this category are the responsibility of the department/campus unit, however, ITS may cover some repairs depending on available parts.
Note: Most new systems are purchased with a four-year warranty.

Computers or virtual computer clients in this category can provide technology services in all system function roles.

Limited Support: Computer systems that are beyond four years old and no older than six years old or virtual computer clients that are beyond seven years old and no older than eight years old. ITS will provide limited support for systems in this category on a best-effort basis. Third party agreements may be necessary to provide continued support for these systems. Any repairs to these systems will be at the discretion of ITS. The department may elect to cover any necessary repair costs (as long as the charges are not excessive for the age of the equipment).

Computers or virtual computer clients in this category can provide technology services in all system function roles but the level of technology performance and capability to provide new services will be at a less than optimal level.

Obsolete: Computer systems beyond six years old or virtual computer clients beyond eight years old. ITS will not support systems in this category. Third party agreements will be necessary for continued support. To ensure network security and/or maintain a safe and reliable computing environment ITS may require this equipment to be disconnected from the campus network.

EXCLUSIONS OR SPECIAL CIRCUMSTANCES:
The Chief Information Officer must authorize any exceptions to this policy.

CONSEQUENCES:
By failing to abide by this policy or policy procedures, individuals may be subject to sanctions, up to and including the loss of computer or network privileges, disciplinary action, suspension, termination of employment, dismissal from the University, and legal action. Some violations may constitute criminal offenses under local, state, and federal laws. The University will carry out its responsibility to report such violations to the appropriate authorities.

CONTACTS:
Responsible Executive: Provost and Vice President for Academic Affairs
Responsible Office: Information Technology Services
Contact: Chief Information Officer
                111 McClain
                660-785-4163

APPROVED BY: Truman State University President

APPROVED ON: 2013/11/12

DEFINITIONS:
ITS – Information Technology Services

RELATED DOCUMENTS:
Requesting Used Computer Equipment
Equipment Roll-Down Process

KEYWORDS:
Computer, Hardware, Support