Policy: Information Technology Refresh Policy

Policy Statement

The College of Coastal Georgia is committed to managing its technology resources in an organized, deliberative, and cost-effective manner.

Reason for Policy

Adequate computer hardware and software are essential to the delivery of information in today’s colleges and universities and to the efficient management of those institutions. Further, rapid changes in technology require that a well-managed college have a systematic plan for upgrading and replacing computers, peripherals and other technologies to ensure that it offers access to the most basic services. Additionally, having an equipment replacement policy in place can assist in allocating available resources and in making the best use of existing resources.

This policy is intended to outline the College’s technology refreshment plan. Typically, the term “technology” implies any device containing or operated by a computer chip. This policy applies to all computer and network-related resources of the College, whether located on the campus or in remote locations or facilities. These resources include, but are not necessarily limited to:

- Desktops, laptops, and services;
- Software running on these devices;
- Peripheral equipment (e.g., printers, scanners, etc.);
- Cabling or connectivity-related devices; and
- Audio-visual equipment, such as projectors.

Entities Affected By This Policy

All faculty and staff of the College should be aware of this policy.
**Who Should Read This Policy**

All faculty and staff of the College should be aware of this policy.

**Contacts**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone</th>
<th>E-Mail/URL</th>
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<tbody>
<tr>
<td>Chief Information Officer</td>
<td>(912) 279-5760</td>
<td><a href="mailto:aours@ccga.edu">aours@ccga.edu</a></td>
</tr>
</tbody>
</table>

**Website Address For This Policy**

http://www.ccca.edu/uploaded/Technology_Services/files/TechnologyRefreshPolicy.pdf

**Related Documents/Resources**

None

**Definitions**

None

**Overview**

The mission of Technology Services is to provide information technology tools to stakeholders of the college, whether faculty, staff or student.

However, the College must be prudent in integrating new technologies. If adopted too soon, the College risks compatibility issues with existing internal and external systems, as well as the systems of customers and vendors. Conversely, if the College fails to adopt new technologies in a timely manner, it runs the risk of having to perform an emergency technology overhaul in order to keep interoperability between its internal systems and those external to the college.

Finally, as an institution of higher learning, the college needs to not only have the correct technology tools available for its faculty and staff, but also needs to have the correct technology resources available for its students. Generational expectations for computer access by the vast majority of today’s student make any failure in this regards critical in light of the College’s transitional efforts.
For all of these reasons, this policy has been adopted to address the life-cycle maintenance needs of the College. The objectives of this policy are:

- Ensure that all faculty and staff who use technology resources in their positions have access to a computer of sufficient capability to support basic computing needs (e.g., word processing, electronic messaging, Internet access, spreadsheets, etc.) in fulfillment of their work responsibilities;

- Ensure that appropriate computing resources are available in Departmental computing facilities and College offices in support of the College’s mission;

- Streamline the specification, acquisition, and deployment of new equipment and redeployment or disposal of old equipment;

I. **Standardization of Technology**

At any point in time, the College gains benefits from maintaining, within reason, the practice of purchasing equipment according to agreed-upon standards. Agreement by a purchaser to accept standard configurations benefits the College in multiples ways, including:

- Better pricing of components and supplies;

- Reduced administrative overhead;

- More expeditious processing of purchase requests;

- Greater technology support;

- A reduction in maintenance costs; and

- A better ability to train on the new equipment.

Notwithstanding the above, the purchase of non-standard technology components is not prohibited by this policy. However, such purchases should be minimized as much as reasonably possible. The purchase of non-standard technology components must be justified by the existence of special circumstances that require it. Also, the purchaser of a non-standard technology component must document the source of support for the component before purchase will be approved.
II. Annual Inventory Requirement

Continuous advances in software functionality dictate the need for advances in computer hardware. Over time, the hardware system that performed well with one version of software will not support the newest version without an upgrade to memory, hard drive space, or processing power. Eventually computers fall behind to the point they cannot run the software to do the job. For this reason, it is a good practice to know the age of the equipment that supports your mission. The best way to do this is to conduct an inventory of the College’s computer assets that is updated annually. This inventory will serve as a guide for planning on the size of the future maintenance requirements that will need to be borne by the College.

Accordingly, each year, the CIO, Technology Services, will ensure that an accurate inventory of all computer systems within each Department of the College is conducted. The inventory should note at least the age of the computers and the property control number. However, it is better to also note the type of CPU, amount of memory, size of hard drive, and type of monitor. This information will be maintained by Technology Services for no less than three (3) years.

III. Refreshment Plan

Realizing that technology plays a critical role in the College’s education outcomes, the following replacement plan will be followed to ensure that computers on campus remain up-to-date.

a. Special Use Items. Items in this category would include specialized equipment, such as large screen multimedia computers, Internet servers and switches, automation servers, or other unique configurations. The replacement cycle for these items will be evaluated on a case-by-case basis, with no standard replacement period, although a life-cycle of between 3-5 years is expected. Decisions on whether upgrades (e.g., memory, disk space, etc.) may be more appropriate than replacement will be made by the CIO, Technology Services.

b. Standard Office Technology. This category includes all faculty and staff workstations, laptops, and / or tablets, as well classroom computers and computer laboratory equipment. This category also includes all computer peripheral devices, such as a keyboard, mouse, scanner, etc. The computers in this category will generally be configured to run office software, such as word processing and spreadsheets. All standard office technology will be replaced every four (4) years.

● Replacements Out of Cycle. Faculty and staff workstation replacements before this four-year period are permissible, if either of the following conditions is met:

  ◦ The workstation is out of warranty and repair is not feasible; or
  ◦ There is adequate justification that the workstation does not meet the requirements for the user’s job.
Requests for Replacements Out of Cycle. Requests for workstation replacements outside of the four-year refresh cycle must be submitted in writing to the CIO, Technology Services for approval. These requests should identify the workstation user, as well as the justification for the replacement.

c. Copiers and Printers.

The College intends to begin replacing current copiers with digital multi-function devices that will allow users to print, copy, scan, and optionally fax over the network using one device. The same multi-function devices will also be used for regional printing, which will allow the user community to take advantage of additional functionality, such as scanning.

The College has used both regional printers and single printers in offices to meet faculty and administrative printing needs. However, internal printing within College offices has proven to be most economically served using regional printers. Single printers in each office present reliability problems and are the most expensive approach to printing. Regional printers are the most cost-effective method of printing, they provide fast printing, and they are easily maintainable.

Accordingly, Technology Services will no longer purchase or support non-regional printers (i.e. single printers in offices) past the length of the warranty on the device. If problems occur outside the warranty, Technology Services will remove the printer and will dispose of it properly. The user will then print to his or her currently-installed network printer. If for some reason a network printer is not installed at the time that the non-working local printer is removed, please contact the Technology Services Help Desk to request installation.

If there is a need for single printers in offices, those special requests, along with the appropriate justification, should be submitted through the Department Chair and then through the Academic Dean’s Office. In these special cases, printers will be acquired from a list of recommended printers that is updated as technology changes. The Department purchasing the special printer may elect to purchase outside maintenance through Technology Services for such devices, or they may choose to throw away the device after the warranty expires.

As always, user requiring high volume printing and security for printed material should rely upon the Campus Printing Office.

d. Mobile Devices / Personal Digital Assistants. The College may purchase and deploy mobile devices, to include personal digital assistants (PDAs, iPods), to selected employees where it is determined that the efficiency of the organization will be
enhanced through this action. The refresh cycle for these devices will be negotiated into the contract used to acquire them.

IV. Staggered Refresh

To ensure equitable balance between all areas of the College, allocation of technology resources is a representative and participatory process linked to the College’s planning and budgeting process. Each year, the CIO, Technology Services will submit a request to annually allocate a fixed cost to refresh computers and other technology. This request will be based on the College’s available budget.

In order to control costs and minimize disruption to the College’s operations, only a portion (approximately 25%) of the computer inventory will be refreshed every year. Equipment will be replaced based on age and program needs. As a result, there is no need to request new computer equipment unless there are programmatic or personnel changes.

a. Age of the Equipment. The first criteria that will be considered is the age of the equipment. Under this criterion, replacement equipment is determined as a result of the annual inventory that identifies the oldest equipment on campus.

b. Programmatic Needs. With regard to this criterion, technology resources, including technology refresh resources, are allocated based on priority needs. Needs are determined through the College planning processes, and shall be transformed into programs, projects or initiatives and classified as high, medium, or low priority.

- **High Priority.** High priority initiatives are typically mission critical, required by code or law, essential to insure privacy, security and safety, or are driven by economic factors.

- **Medium or Low Priority.** Medium or low priority initiatives and programs are prompted by the need to stay competitive, improve efficiency, add value, create opportunities, improve services, and respond to the demand for more services.

V. Functional Realignment of Computers

The diverse system requirements of technological resources in a campus environment may allow for a gradual shifting of equipment from one function to another, using more powerful computers in higher technological environments and older computers in more limited environments. In this manner the lifespan of a computer can be increased through intelligent use of its available resources. Each computer at the College will be evaluated on a yearly basis with regard to its ability to process the information resources being made available through it. As new computers are purchased, the older computers will be moved to more limited use areas.
or applications. However, only those desktop systems that are able to run the current operating system and software suite supported by the College will be eligible for continued deployment across the campus.

VI. Refresh Timelines

In accordance with this policy, the estimated refresh timeline is as follows:

a. February – April
   - Validate departments and personnel to be refreshed in the upcoming fiscal year, to include computer laboratories and classrooms;
   - Build proposed equipment list for each Department or area based upon the current inventory;
   - Discuss with Department heads and adjust configuration list, as necessary;
   - Obtain Department budget account number for additional equipment outside of standard configurations;
   - Receive Department head concurrence; and
   - Final Departmental lists completed by April 15th.

b. May - August
   - Order and receive new computers;
   - Contact faculty and staff to develop upgrade schedule; and
   - Refresh office computers.

VII. Hardware Acquisition

The following principles shall guide the acquisition of computer hardware at the College:

a. Hardware Standards. Standards have been defined for workstation hardware and peripherals, audio-visual equipment and servers. The Chief Information Officer (CIO), Technology Services, will ensure these standards are re-evaluated periodically based on common needs, vendor offerings, cost, reliability, supportability, and quality and timeliness of vendor support. When an item is approved as a campus standard it is considered to be pre-approved for purchase without additional consideration by IT Services or Materials Management. Thus, requests for standard hardware will normally
be processed immediately upon receipt. The approved hardware standards for administrative and academic applications are:

- Dell (and compatible systems);
- Hewlett Packard / Compaq (and compatible systems); and
- Apple McIntosh.

b. **Non-Standard Hardware.** Any requests to purchase non-standard hardware must be approved by the Dean or Department Head and the CIO, Technology Services. *Non-standard hardware will not be supported by Technology Services.* Before purchasing non-standard hardware, the purchaser must describe the source of support for the hardware being purchased. This information will be provided on the form requesting purchase of the hardware.

VIII. **Software Acquisition**

The purchase of software for use on College computers will be guided by the following principles:

a. **Standard Office Productivity / Instructional Software.** Office productivity / instructional software includes such packages as Microsoft Word and Excel. Standards for office productivity / instructional software are defined for the campus and re-evaluated periodically. When a package is approved as a campus standard, it is considered to be pre-approved for purchase without additional consideration by Technology Services. Thus, requests for standard office productivity / instructional software will normally be processed immediately upon receipt. When a software package is defined as a standard for the College, that definition is typically supported in terms of:

- Provision of a site license or volume purchase agreement for the package;
- Call center and / or help center support for the package; and
- Training on use of the package.

The College currently uses Microsoft Office Suite as its standard office productivity software. The College has a site license for Microsoft software through the Board of Regents for all institutionally-owned micro-computers. Flash Player, Java, Shockwave, Adobe Reader, and Symantec Anti-Virus protection are standard software installations
on all computers.

b. Non-Standard Office Productivity / Instructional Software. If a software package is not a current standard at the College, it is considered to be non-standard. Requests for non-standard software must be made using the “Software Installation Request Form,” and must be approved by the Dean or Department head and the CIO, Technology Services.

c. Application Software. Application software is software that fulfills a specific business purpose. Examples of application software are: Banner and Peoplesoft. When an application software package is considered for purchase, it must be evaluated in terms of its fit with the campus environment (operating hardware requirements, database management system, operating system requirements, Web environment requirements), and the support requirements associated with the package.

● **Evaluation.** Application software will be evaluated based on:
  - The nature of the application;
  - Its usage base; and
  - Its criticality to the mission of the College or the Department as a whole.

● **Technology Services Support.** If application software is to be supported by Technology Services, the package must fit within the standard operating environment.

● **Technology Services Approval.** With this in mind, all application software packages must be evaluated and approved by the CIO, Technology Services before purchase. Further, before an application software package is purchased, agreement must be reached between the purchaser and Technology Services in regard to the operating environment of and support for the application.

VIII. Theft, Loss, Failure or Breakage
In the event a computer or other piece of technical equipment is stolen, lost or broken, the following guidelines shall be followed:

a. **Theft.** Where a computer or any other technology resource has been stolen, all employees are to immediately contact the College of Coastal Georgia Police Department (CCGPD) at (912) 279-5820 or (912) 258-3133 (Brunswick Campus) or (912) 510-3306 or (912) 552-5277 (Camden Campus). After filing an incident report, notify Technology Services of the theft by calling (912) 279-5760.

b. **Loss.** In the event a computer or other technology resource is lost by a College employee, Technology Services should be contacted immediately at (912) 279-5760. Additionally, the CCGPD will be notified so that an incident report can be completed. Where a loss of equipment has occurred, the Department will be responsible for funding the replacement cost of the computer.

c. **Failure.** In the event a computer or other technology resource fails to operate as reasonably expected, a trouble ticket should be submitted to Technology Services via their website at [http://helpdesk.ccga.edu/](http://helpdesk.ccga.edu/). Upon examination of the issue, Technology Services will determine how best to proceed.

d. **Breakage.** In the event a computer or technology resources fails because it has been broken in some fashion (e.g., dropped, liquid spills, etc.), the Department will be responsible for funding the replacement cost of the computer.

IX. **Disposal**

The College will not invest funds to upgrade systems that do not meet the base criteria for deployment on campus. Instead, the College dispose of this equipment in a manner consistent with the guidance outlined in the “Policy on Electronic Equipment Disposal,” issued on September 26, 2005 and revised on October 15, 2006, from the State of Georgia Department of Administrative Services.

a. **Approval.** The transfer / disposal of all electronic materials that store date must be signed by the CIO, Technology Services. These devices include computers, external data storage and backup devices, personal digital assistants, copiers that have data storage capability, and any other devices that store electronic data.

- The transfer / disposal for electronic materials that do not store data does not require a signature for disposal. These items include monitors, keyboards, mouse, speakers, printers, scanners, hubs, routers, copiers that do not store data, projectors, pagers, facsimile machines, type writers, etc.
● Technology Services shall coordinate the transfer / disposal of all electronic materials owned by the College.

b. **Disposal of Equipment with Data Storage.** The following procedures shall guide the disposal of equipment with data storage capabilities:

● Technology Services will pick up all equipment for preparation;

● Technology Services will tag all equipment with a “Computer Components Label”;

● Technology Services will remove all College identification tags;

● Technology Services will remove storage media from electronic devices (e.g., disk drives, tapes, etc.);

● Electronic devices may be de-gaussed or overwritten with a commercially available disk cleaning program, or hard drives must be removed and rendered unreadable (e.g., through drilling, crushing or other demolition methods);

● Technology Services will send the electronic drives to Plant Operations, who will coordinate with the appropriate Surplus Distribution Center for final destruction;

● Technology Services will send the equipment designated as “electronic scrap” to Plant Operations, who will send the equipment to the appropriate Electronic Distribution Center for destruction; and

● Landfills and other non-approved disposal centers shall not be used for equipment disposal.

c. **Disposal of Equipment without Data Storage.** The following procedures shall guide the disposal of equipment without data storage capabilities:

● Technology Services will pick up all equipment for preparation;

● Technology Services will remove all College identifications tags;

● This equipment may be disposed of by any of the following methods:
  * Transferring it to another State agency;
  * Transferring it to a Surplus Center (through Plant Operations); or
- Redistributing it to an eligible local government entity or a non-profit organization.

- Technology Services will send the equipment designated as “scrap” to Plant Operations, who will send the equipment to the Surplus Center for disposal; and

- Landfills and other non-approved disposal centers shall not be used for equipment disposal.

**Responsibilities**

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<tr>
<th>(Party)</th>
<th>(Responsibility)</th>
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<tr>
<td>Chief Information Officer</td>
<td>To ensure implementation of this policy in accordance with the mandates outlined therein.</td>
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</table>

**Forms**

None

**Appendices**

None