Technology Replacement Policy
January 13, 2013

Information Technology Services is responsible for the maintenance, replacement and upgrade of the computer and computer-related technology equipment used on campus for faculty, staff, and students.

In general, equipment that falls under the replacement policy includes the primary computer for faculty and staff; general access computers (classroom, public labs, special services, loaners, etc.); central servers supporting administrative and academic needs; and equipment in electronic classrooms.

When faculty or staff members have multiple computers provided by the College, one computer is designated to be the “primary” office computer. This designation will be made by Information Technology Services in consultation with the faculty member, staff member or department chair as appropriate. This is the system that will be tracked for purpose of the replacement cycle.

Faculty and Staff are encouraged to consult with Information Technology Services regarding both their hardware and software needs. This includes any purchases being considered through the Computer Sales department of the College’s bookstore. This consultation process should help ensure that all purchases meet faculty/staff needs as well as campus standards.

Computer and computer-related technology includes, but is not limited to:

- Desktop and laptop computers in offices
- Desktop computers and workstations in public use labs and areas
- Computers used to provide special “services”
- iPad and tablet devices
- Loaner equipment
- Network equipment
- Central servers serving the administrative and academic needs of Union
- Electronic classroom equipment

Equipment Replacement

Faculty and Staff – Information Technology Services maintains a list of faculty, emeritus faculty and staff and their associated primary computer. Twice each year (June and November), ITS identifies the computers that are due for upgrade based upon the current equipment requirements (age, processor speed, etc.). Those faculty and staff members who have computers that do not meet the current standards are prioritized by their status (faculty, staff) and by their computing needs (level of use, for example). There are no defined replacement cycles but, in general, primary computers are usually replaced every 3-4 years.

If there is a component upgrade available that will get the computer to the current standards, that upgrade will be done rather than purchasing new equipment.

During each replacement cycle (June and November), a standard desktop and laptop configuration for both the Windows and Macintosh platform will be identified by Information Technology Services. These standard configurations are designed to meet the computing needs for the majority of the users. The cost of these standard configurations will be used to determine the “base value” spent on a replacement. If the standard configuration provided by ITS (laptop or desktop) does not meet a user’s computing needs, the cost differential between the standard configuration and the user’s needed configuration must be assumed.
by the faculty/staff member’s department or other funds available to the faculty/staff member. If the standard configuration does not meet a user’s needs, it is strongly recommended that faculty/staff work closely with Information Technology Services to develop a configuration that does meet their needs, are reasonable and necessary based upon current technology standards, and will leverage purchasing agreements that ITS maintains with a variety of vendors.

If a machine returned from a faculty/staff member is good enough that it can be used elsewhere on campus then it will be recycled to another use/user.

If a faculty/staff member chooses a laptop computer as their primary computer, it will be purchased in lieu of a desktop computer, not in addition to a desktop computer. Since the laptop will be received as a replacement for their existing computer, the existing desktop must be returned to Information Technology Services for redistribution elsewhere on campus. The laptop could include monitor, docking station, keyboard, mouse, and external drive for backup as long as the cost does not exceed the “base value” for the replacement cycle. Otherwise, it is the responsibility of the faculty member to provide the funding for such peripherals.

Hardware problems or specialized software needs may cause a faculty/staff member’s primary computer to be upgraded out of cycle.

Classrooms and Labs – Lectern PCs and student-use computers are replaced on an approximate 3-year cycle. The equipment is still viable enough to be redistributed to departments for use in departmental labs, student research or other needed areas.

Departmental Labs and Resources – ITS will make a best-effort at providing upgrades to equipment used for departmental labs, faculty research labs, work-study students and other department resources. The equipment used for these upgrades will be “recycled” from other areas such as faculty, staff, classroom and/or lab upgrades.

Software Replacement

Software used on campus falls into three basic categories: operating system, standard and academic (also known as discipline-specific). Information Technology Services funds the annual maintenance on a majority, but not all, of the software in these categories thereby allowing for systematic upgrades of these applications.

Other software used by faculty and not specifically provided by Information Technology Services must be purchased or upgraded by the faculty member or their department. Consultation with ITS for application recommendations, pricing options, etc. is strongly recommended prior to any purchasing decisions.

Operating System

Operating systems which are commonly used on campus will be upgraded by Information Technology Services in a timely manner and on an as-needed basis. Upgrades will be for institutionally-owned computers only. For faculty and staff, ITS is responsible for providing the upgrade needed for the computer considered to be the user’s primary computer. Some faculty/staff may have multiple institutionally-owned computers (laptop, desktop, research, etc.) that they use. In some situations, there may be a cost to the user for an operating system upgrade for a user’s non-primary computer.

Currently, the operating systems supported by ITS are Microsoft Windows, Apple Macintosh OS X and certain versions of LINUX (SUSE, Red Hat, and UBUNTU).
Standard Software
Standard software includes the Microsoft Office suite for both Windows and Macintosh and Adobe Creative Suite. Upgrades are covered by the Microsoft Campus Agreement and Adobe Campus Agreement respectively. This software may be installed on any institutionally-owned computer.

Other office productivity suites such as WordPerfect Office or OpenOffice are not supported by ITS.

Additional standard software includes virus protection software which has been site licensed by ITS.

Academic (Discipline-Specific) Software
Some of the discipline-specific software that is used by a variety of departments has been licensed by Information Technology Services. Other discipline-specific software applications which are heavily used by individual departments and/or students are jointly licensed and maintained by ITS and the primary-use department. There are a number of software licensing methodologies used on campus including:

- Unlimited site license – allows software installation on an unlimited number of computers.
- Limited campus license – allows software installation on a specified number of computers. Computers may need to be connected to the campus network but are not restricted to specific locations.
- Individual license(s) – limited number of computers (or locations) can have the software installed.

Generally, the licenses for discipline-specific software will allow ITS to install the software on any institutionally-owned computer.

ITS will maintain a list of software packages and licensing information on the ITS website (http://its.union.edu).

Other software used by faculty/staff and not specifically provided by Information Technology Services must be purchased or upgraded by the faculty/staff member or their department. Consultation with ITS for application recommendations, pricing options, etc. is strongly recommended prior to any purchasing decisions. Funding options available to faculty for software needed for scholarly research may include Faculty Research Fund (FRF) grants and/or Humanities Development Fund (HDF) grants.