Deployment of Computing Devices

Classification: Information Technology

Responsible Authority: Director, Information, Institutional Research and Technology Services (IIRTS)

Executive Sponsor: Vice President, Business Development

Approval Authority: President’s Executive Committee

Date First Approved: 2008.06.11

Date Last Reviewed: 2011.11.23

Mandatory Review Date: 2016.11.23

PURPOSE
The purpose of this policy is to maintain a process for the acquisition, allocation and replacement of College-owned laptops and desktops provided to employees based on their needs to fulfill their job requirements.

SCOPE
All College employees

DEFINITIONS

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1 User</td>
<td>Full-time professors and instructors who require more frequent updates to computing equipment than what is outlined in Policy IT 02 Technology Evergreening or who require equipment that differs from the College-standard. Category 1 users must be authorized by their respective Academic Administrator.</td>
</tr>
<tr>
<td>Category 2 User</td>
<td>Full-time professors and instructors who require a laptop or desktop on a regularly evergreened basis as outlined in Policy IT 02 Technology Evergreening.</td>
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<tr>
<td>Category 3 User</td>
<td>Full-time professors and instructors who do not require a laptop or desktop that is evergreened on a regular basis as outlined in Policy IT 02 Technology Evergreening, but where an older computing device is sufficient.</td>
</tr>
<tr>
<td>Category 4 User</td>
<td>All other full-time employees who require a computing device to fulfill their employment responsibilities.</td>
</tr>
<tr>
<td>Category 5 User</td>
<td>All part-time professors and instructors and employees staff who require a computing device (either new or used). Category 5 user status for part-time professors and instructors must be authorized by the respective Academic administrator.</td>
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</tbody>
</table>
Evergreening

The practice of replacing technology and computing devices on a scheduled plan. The alternative to evergreening is a “break-fix-replace” model where equipment is used until it breaks down at which time it is either repaired and returned or replaced (sometimes called a ‘3Rs’ model).

College-standard laptop

A laptop chosen by the College Technologies Committee (CTC) to be the standard model for a given use with specified features, configuration and vendor.

College-standard workstation

A computer system composed of a CPU tower, monitor, keyboard and mouse that meet the standards agreed to by the CTC for features, configuration and vendor.

Academic Administrator

Program Chair, Course Chair, Academic Manager or Dean

IIRTS

Information, Institutional Research and Technology Services

POLICY

1. The College recognizes that the computing needs of employees will vary depending on the nature of the discipline taught by professors and instructors and the user sophistication in terms of information and communications technology (ICT) knowledge and skills. This will influence the College computer acquisition and allocation.

2. The College will strike a balance between the needs of the employees and the need to maintain a certain level of standardization of computing devices so as to ensure lower acquisition and support costs.

3. Computing devices, including laptops and desktops, whether purchased by the College or donated, are classified as College assets.

4. The College will provide each full-time professor and instructor (Category 1, 2 and 3 users) a College-standard laptop.

5. The College will provide each full-time employee (Category 4 user) whose job requires access to a computing device a College-standard desktop computer.

6. Professors and instructors who are scheduled to receive a laptop, may elect to receive a workstation instead.

7. Employees, who are scheduled to receive a desktop computer, require the approval from their Administrator to receive a laptop. Departments are responsible for any cost differential for computing requirements that deviate from Policy IT 02 Technology Evergreening.

8. Employees, who require more than one computer or a computing device that differs from the current College-standard as outlined in Policy IT 02 Technology Evergreening, require approval from their Administrator. Departments are responsible for any cost differential for computing requirements not covered by Policy IT 02.

8.1 In situations where required computing devices are not college-standard, consultation with ITS must be take place to ensure appropriate support available. The departmental budget is
responsible for not only the cost difference between the required device and the college-standard but also for any additional support costs incurred by ITS through the life of the device as well as warranty costs from the device vendor.

9. Information Technology Services (ITS) is responsible for the allocation process for computing devices.
   9.1 Administrators initiate the request for new computing devices for new employees (or designated support staff). Requests for new computing devices should be made by email to: 5555@algonquincollege.com.
   9.2 Units eligible for replacement under Policy IT 02 are replaced by ITS. The holder of the existing device is responsible for initiating the evergreening process to replace his/her device. Requests for evergreening computing devices should be made by email to: 5555@algonquincollege.com.
   9.3 The holder of the existing device is responsible for ensuring data and personal applications are transferred from his/her device before arriving at the ITS Service Desk to exchange devices. If assistance is required for this step, notify ITS Service Desk staff of this requirement before arriving for the exchange appointment.
   9.4 All college-standard computing devices are available for viewing in the New Technology Store.

10. Devices being evergreened will be retained by ITS for re-allocation in accordance with Policy IT02. Laptops not re-allocated for use within the College community will be transferred to the Finance Department for disposal.

11. ITS is responsible for supporting all College-standard computing devices. Requests for support and maintenance are made through the 5555 hotline or by email at 5555@algonquincollege.com. ITS support staff will track the service request through Service Desk Express (SDE).

**PROCEDURES**

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td><strong>1.</strong></td>
<td><strong>Definition of College-standard systems</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Produce the College-standard device specifications annually prior to each budget year and updated as needed to reflect the computing needs of users.</td>
</tr>
<tr>
<td>1.2</td>
<td>Review user categorization rules annually and adjust as needed prior to each budget year.</td>
</tr>
<tr>
<td><strong>2.</strong></td>
<td><strong>Request For New Computing Device</strong></td>
</tr>
<tr>
<td>2.1</td>
<td>Request computing devices for new employees via <a href="mailto:5555@algonquincollege.com">5555@algonquincollege.com</a>.</td>
</tr>
<tr>
<td>2.2</td>
<td>Determine if the request for new hardware matches the categorization of the user. If the request is not in line with this policy, obtain approval for the purchase from the appropriate budget holder.</td>
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<tr>
<td>2.3</td>
<td>Order the computing device.</td>
</tr>
<tr>
<td>2.4</td>
<td>Inspect the device upon receipt and enter it into the fixed asset system.</td>
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</tbody>
</table>
2.5 Install appropriate software image (operating system and applications) from the college-standard software image library. Install specialized software where pre-approved. IIRTS

2.6 Notify device user when the computing device is available for pick up during the regular operating hours of the ITS Support desk. IIRTS

3. Evergreening a Computing Device

3.1 Request an evergreen device replacement, when required, provided funding has been approved by the appropriate budget holder as detailed in Policy IT 02. Category 1 Device User

3.2 Request an evergreen device replacement according to the timelines detailed in Policy IT 02. Category 2 to 4 Device User

3.3 Obtain approval from the Administrator to evergreen a device. Category 5 Device User

3.4 Make request for evergreen replacement of a computing device by emailing 5555@algonquincollege.com. Device user

3.5 Order the computing device. IIRTS

3.6 Inspect the device upon receipt and enter it into the fixed asset system. IIRTS

3.7 Install appropriate software image (operating system and applications) from the college-standard software image library. Install specialized software where pre-approved. IIRTS

3.8 Notify the device user when the computing device is available for pick up during the regular operating hours of the ITS Support Desk. IIRTS

3.9 Transfer data and personal applications from device being replaced and return the device in good working order to ITS Support Desk to pick up the new device. User

3.10 Determine, based on the returned device’s age and condition, to place the device in inventory for issue to a Category 5 user or to dispose of the device through the Finance Department. IIRTS

SUPPORTING DOCUMENTATION
None

RELATED POLICIES
IT 02 Technology Evergreening

RELATED MATERIALS
Asset Management Guidelines - Finance & Administrative Services