IT 06	Deployment of Computing Devices
Classification:	Information Technology
Responsible Authority:	Chief Digital Officer
Executive Sponsor:	Vice President, Finance and Administration
Approval Authority:	Algonquin College Executive Team
Date First Approved:	2008.06.11
Date Last Reviewed:	2020.06.02
Mandatory Review Date:	2025.06.02

PURPOSE

To maintain a process for the acquisition, allocation and replacement of College-owned laptops and desktops provided to end-users based on their needs to fulfil their job requirements.

SCOPE

All College employees, contractors and volunteers. This includes: administrators, Support Staff, Professors, Instructors, Counsellors and Librarians.

Word/Term	Definition
College-standard Laptop	Laptop(s) chosen by the College Technologies Committee (CTC) to be the standard model(s) 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.
Computing Device	A laptop, desktop or tablet computer.
CTC	College Technology Committee
CTC-C	College Technology Committee - Corporate
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).
ITS	Information Technology Services
Partial-Load	As defined Academic Collective Agreement: A partial-load employee is defined as a teacher who teaches more than six and up to and including 12 hours per week on a regular basis.
Professor, Instructor, Counsellor, Librarian	Positions as defined in the Algonquin College Academic Employees Collective Agreement.
Supervisor	An individual who is responsible for the productivity and actions of another person. Includes but is not limited to the President, Vice Presidents, Supervisors, Managers, Deans, Chairs, Directors and the Registrar.
Support Staff	Support staff as defined by the Support Staff Collective Agreement and Part-time Support Staff Collective Agreement between Algonquin College and OPSEU (Ontario Public Services Employees Union).

POLICY

1. The College recognizes that end-user computing needs will vary depending on the nature of use. Requirements may be based on the discipline being taught, the end-users' function and/or their sophistication in terms of information and communications technology. Consequently, this variance in use cases will influence the College's Computing Device allocation strategy.

2. The College will strike a balance between the needs of the end-users and the need to maintain a certain level of standardization of Computing Devices.

3. The College Technologies Committee (CTC) has the authority to set the standards for Computing Devices.

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

5. The College will provide all full-time administrators, Professors and Instructors one dedicated College-standard Laptop. If desired, they may elect to receive a desktop instead.

6. The College will provide all full-time Support Staff whose job requires access to a computing device a College-standard desktop computer. Full-time Support Staff may receive a College-standard laptop instead; subject to the submission of justification by the recipients' immediate Supervisor and providing it is approved by ITS. ITS reserves the right to deploy shared computing devices where reasonable. E.g. a Computing Device shared by two end-users that do not require full-time access to the Computing Device.

7. The following groups will not receive a dedicated Computing Device unless via approved exception request:

    a) Part-time Support Staff will not receive a dedicated Computing Device.
    b) Professors, Instructors, Counsellors and Librarians who are part-time or Partial-Load will not receive a dedicated computing device.
    c) Contractors and Volunteers will not receive a dedicated Computing Device.

8. Exceptions may be granted if all the following criteria is met:
    - Written justification is submitted to ITS. The justification must include signatures from the recipients' immediate Supervisor and the Director/Dean.
    - Consultation with ITS (for non-standard devices to ensure support is available).
    - Approval by ITS.
    - Depending on the impact of the request (ex. significant budget impact), additional approvals may be required.

9. Devices that have been Evergreened will be retained by ITS for re-allocation in accordance with Policy IT02 (Technology Evergreening). Computing devices not re-allocated for use within the College community will be disposed in accordance with the Finance Asset Management Policy and IT02 Technology Evergreening Policy.

PROCEDURES

	Action	Responsibility
1.	**Definition of College-standard systems**	
1.1	ITS will present the College-standard device specifications to CTC-C annually prior to each budget year. Specifications endorsed by CTC-C will be presented to CTC for approval.	ITS, CTC-C, CTC
2.	**Acquiring a New Computing Device (not a replacement)**	
2.1	Submit a request to the ITS Service Desk (5555@algonquincollege.com).	Recipient's Direct Supervisor
2.2	Determine if the request for new hardware matches the categorization of the user and handle exemptions as per this policy.	ITS
2.3	Order the computing device	ITS
2.4	Inspect the device upon receipt and enter it into the fixed asset system.	ITS
2.5	Install appropriate software image (operating system and applications) from the college-standard software image library. Install specialized software where pre-approved.	ITS
2.6	Notify device user when the computing device is available for pick up during the regular operating hours of the ITS Support desk.	ITS
3.	**Acquiring a replacement device (Evergreening Request or Defect Remediation)**	
3.1	Proactive replacement of computing devices based on their age will be administered as per policy IT02 Technology Evergreening. End-users will be contacted by ITS when they are scheduled for a replacement.	ITS
3.2	Replacement of computing devices due to a malfunction that cannot be addressed through repair will be authorized by the ITS department. Upon receiving a help desk request, ITS staff may determine that it is more advantageous for the College, the user and for ITS to replace the unit.	ITS
3.3	It is the end-users' responsibility to ensure any personal and College data stored on the "old" computing device is transferred to an appropriate location. The ITS Help Desk may assist upon request. As a minimum, the end-user must identify all the data that must be transferred.	End-User

SUPPORTING DOCUMENTATION
None

RELATED POLICIES
IT 02 Technology Evergreening
Purchasing Policy and Procedures Manual
Asset Management Policy

RELATED MATERIALS
Computing Device Exception Request Form