Westfield State University
Policy concerning:

APPROVED: December 2015   **REVIEWED**:   June 2023

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COMPUTER ALLOCATION, SUPPORT, AND TRACKING POLICY

PURPOSE

This policy promotes the efficient and necessary allocation of resources and support for the provision of computing devices in support of the mission of the University. The policy further defines what a lifecycle computer is, when it is replaced, how it is funded, and the support it receives. It also sets forth the conditions and requirements for use of devices off-campus. This policy notwithstanding, the University's FIXED ASSETS, CAPITALIZATION, AND INVENTORY CONTROL policy (0601) will take precedence.

DEFINITIONS

- "Computers", "computing devices", or simply "devices" as referred to in this policy include university-owned desktop computers, laptops, and tablets.
- "Life cycle computers" (LCCs) are University-purchased computers that are replaced on a regular schedule.
- "Mobile computers" include laptops and tablets.
- A "Custodial Employee" is a person to whom a specified device has been issued for the performance of their work.
- "Policy 0601" refers to the Fixed Assets, Capitalization, and Inventory Control Policy.
- OIT – The Office of Information and Instructional Technology

LIFE CYCLE COMPUTERS

All full-time benefitted employees will be supplied with one life cycle computer, a computer which can be replaced every 5 years[1]. A life cycle computer (LCC) is tied to a position, rather than an employee. When an employee leaves the university, the computer assigned to that person will be used by the new incumbent of the position. Each LCC will not be replaced until its designated time, unless there are extenuating circumstances as approved by the Chief Information Officer (CIO) or the CIO's designee. If a benefitted employee changes their position within the university, the LCC can accompany the employee in the move.

Computers in classroom/computer labs that are open to all students/programs are considered LCCs and are replaced every 5 years[1]. For a list of currently supported labs, please contact the Director of Technology Support Services (TSS). For department-specific labs, please refer to Grant-Funded and Departmentally-Purchased Computing Devices below.

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[1]OIT and/or the university reserves the right to increase or decrease this frequency dependent upon the fiscal health of the university and/or staffing levels.

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The list of LCC labs is subject to change as labs are added or removed. All podium computers located in smart classrooms will be replaced every 5 years[2], unless classroom users opt for BYOD setup.

SECONDARY LIFE CYCLE

This policy recognizes that the University employs non-benefitted employees that require access to a computer. LCCs that are returned to Technology Support Services and are determined by the Technology Support Desk to still function properly can be re-distributed for use by other employees. The Technology Support Desk will support these re-distributed LCCs for an additional 2 years. Requests to transfer secondary lifecycle computers to part-time employees or adjunct offices must be made by contacting the Technology Support Desk.

REPLACEMENT / REMOVAL

LCCs are replaced every 5 years[2]. In order for a new LCC to be issued, the old LCC must be returned to the Technology Support Desk. A replacement lifecycle computer may not be issued prior to the return of the expired computer. Any re-use of lifecycle computers for other purposes must be approved by the Director of Technology Support Services.

TEMPORARY USE OF MOBILE COMPUTING DEVICES

Dependent upon supply levels, a limited number of mobile devices are available for use by faculty and staff members by contacting the Technology Support Desk. These devices are shared by all faculty and staff, so prompt return of the device is a courtesy to colleagues and shall not exceed 14 days unless there are extenuating circumstances as approved by the Chief Information Officer (CIO) or the CIO's designee.

COMPUTING DEVICES USED IN OFF-CAMPUS INSTRUCTION

Devices that:

1. have been purchased with departmental funds, and
2. are used by students during a class session off-campus, and
3. while students are under the direct supervision of a faculty or staff member

Will be considered to be in the care and custody of that faculty or staff member.

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[2] OIT and/or the university reserves the right to increase or decrease this frequency dependent upon the fiscal health of the university and/or staffing levels.

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TRACKING

As University assets, all LCCs will be inventoried to a location. Devices used for off-campus instruction will be inventoried to the location where they are stored. Any move of an LCC to a new location without the assistance of TSS or Inventory Control must be reported to the TSS and the University Inventory Office by the custodial employee (see Responsibilities section below). Transfer of an LCC to another person without completion of the Lifecycle Request Form is prohibited.

SUPPORT

Support will be provided to LCCs, grant-funded, and departmentally purchased computers for a period of 4 years. Secondary lifecycle computers (see below) will be supported for an additional 2 years, where feasible. Personally owned computers, outdated computers, or computers not approved for life cycle cannot be supported by the Technology Support Desk.

GRANT-FUNDED AND DEPARTMENTALLY-PURCHASED COMPUTING DEVICES

As per policy 0602 "Software and Hardware Acquisition and Usage" the procurement of all computing devices must be approved by OIT (as delegated to the Hardware and Software Advisory Committee). These devices will be supported for 4 years but will not be placed on permanent lifecycle without approval of the Chief Information Officer (CIO) or the CIO's designee.

ADDITIONS AND REMOVALS FROM LIFE CYCLE PROGRAM

A computer lab, laptop cart, etc. may be added to the University's Life Cycle Program if it meets the following criteria:

- Equipment/Facility is open to all students, faculty, and staff for general and classroom use.
- The addition is critical to fulfilling the mission of the University.
- Life Cycle Request Form has been filled out and approved by the Director of Technology Support Services and the Chief Information Officer.

The same criteria will be applied to any equipment/facility currently a part of the life cycle program. If said equipment/facility does not meet these criteria, then it will be removed from the University's life cycle program and will become the responsibility of the department.

RESPONSIBILITIES

a) Employees: Computing devices are in the care and custody of the employees using them. Each employee is responsible for the security of the property, and its appropriate use and maintenance. If an employee is found negligent in the care and custody of University equipment, the employee will be financially responsible for any resulting

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losses or damage. Employees will not be financially responsible for damage resulting from normal use, conditions beyond the control of the employee, or theft despite reasonable security precautions having been taken. Employees may not transfer mobile computing devices to other employees. Employees must report any move of a LCC to the Technology Support Desk and the University Inventory Control Office. Employees are responsible for completing an Inventory Control Action Report (ICAR) form annually if they are the custodian of any off-campus devices. Employees must return their device to the TSS for any needed security upgrades. Theft of a device must be reported immediately to the TSS, University Public Safety, Financial Accounting, Inventory Control, and the Chief Information Security Officer.

b) TSS Staff: TSS staff will not issue replacement lifecycle computers until the previous lifecycle computer is returned. TSS staff will follow current departmental procedures for reporting deployed devices to the Inventory Control Office.

c) Inventory Control Office: The Inventory Control office bears ultimate responsibility for tracking university assets. Inventory Control staff will work directly with the TSS, area supervisors, and Human Resources staff to ensure accurate tracking of assets. The Inventory Control office will issue annual notices to University employees in possession of off-campus assets regarding the requirements of completing annual inventory.

d) Employee Supervisors: Supervisors, in conjunction with Human Resources will be responsible for ensuring that off-campus assets are returned to the TSS prior to severance of departing employees.

SECURITY AND CARE OF COMPUTERS

Individuals to whom computers are issued are responsible for their reasonable care and security. The TSS is responsible for the security and care of computers in labs installed by OIT. The security and care of departmental, club, or office computers are the responsibility of those respective organizations. Any computer damage or relocation must be reported to the TSS and the Inventory Control office by the individuals or organizations using them. Theft of a device must be reported immediately to the TSS, University Public Safety, Financial Accounting, Inventory Control, and the Chief Information Security Officer.

ENFORCEMENT

Area Supervisors are responsible for referring employees to Human Resources for disciplinary action based on information received from the TSS or Financial Accounting. Employees in violation of this policy may face disciplinary action up to and including suspension or termination.

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EXCEPTIONS

This policy recognizes that there are extenuating circumstances where accommodations must be made to allow a full-time employee to complete his/her job duties. Exceptions to this policy must be approved in writing by the Director of Technology Support Services and the Chief Information Officer.

FUNDING

Each year a dollar amount is determined by the OIT for a computer capable of running the standard suite of programs approved by the University. Computer equipment and specified accessories in excess of the allotted amount must be covered by the department of the requesting user. The lifecycle budget will be reviewed annually by the Director of Technology Support Services and the Chief Information Officer prior to submission for request for University funding.

REVIEW

This policy will be reviewed annually by the Director of Technology Support Services and the Chief Information Officer.