SRSU Policy: University Policy on Hardware Standards for Computing Equipment
SRSU Policy ID: APM 7.10
Policy Reviewed by: Chief Information Officer
Approval Authority: Executive Cabinet
Approval Date: 6-30-2015
Next Review Date: 6-30-2017

Policy Statement:

It is the policy of Sul Ross State University to ensure that its computing equipment is of the highest quality, availability, and reliability in order to support and fill institutional missions.

Policy Specifics:

All computing equipment, regardless of the source of funding, is subject to central oversight of the equipment in accordance with TSUS Policy Chapter III, paragraph 19.3 and APM 3.02, “Central Oversight of IT Acquisitions.”

Standardizing the purchase and support of university hardware affords the university the benefit of volume purchasing discounts, the equipment that meets industry standards and is not outdated, faster and easier maintenance and troubleshooting, proactive computer refreshes and improved inventory management.

Hardware Support Policy

The Office of Information Technology (OIT) will fully support hardware if it has a Sul Ross State University (SRSU) tag number, indicating it is owned by the university and meets the university’s standards. To ensure equipment is adequately supported, OIT staff will develop expertise to provide a full range of support, to include maintenance, repair, training and contacting outside maintenance vendors when needed.

Equipment not owned by the university and not part of the inventory process is not routinely supported, although accommodations are considered on a case-by-case basis. If the equipment purchased by a department cannot be supported by OIT, it is recommended departments buy a maintenance contract for such items.

University Hardware Standards

Specific university hardware standards apply to all equipment purchased by the university as well as equipment purchased by a grant. Specific equipment standards are maintained on the OIT website.
Any deviation from these standards requires additional justification and approval from the Department Chair, Dean, Vice President and CIO (see approval request form below).

The recommended hardware standards will be changed as warranted and necessary and reflected on the website. Upgrades to the university standard models, in term of larger hard drives, additional memory, etc., may be acquired if funding is available in the requesting department’s budget and the changes do not negatively affect the integrity of the hardware.

**Specialized Equipment and Instrumentation for Labs**

Equipment needed for specialized labs and/or instrumentation that require upgrades from the above recommended hardware standards will receive support from OIT for setup and installation, while working in conjunction with the manufacturer and assigned staff/faculty member from SRSU. Specialized equipment that is used to drive scientific instruments and research, will receive best faith effort from OIT in delivering support.

**Centralized purchasing**

All procurement and purchasing of information technology equipment, including but not limited to computers, servers, printers, projectors, phones, document scanners, etc. shall be subject to review and approval by OIT in accordance with APM 3.02, Purchasing Policy. This improves customer service as OIT ensures equipment is in compliance with university standards, is setup properly, inventoried and refreshed as needed.

All SRSU-owned computers are customarily refreshed on a 4-year lifecycle. Approved SRSU employees will be assigned either a desktop or a laptop that is a part of the customary 4-year refresh schedule. This university assigned computer will be supported and managed by OIT staff. Machines older than 4 years of age that are still serviceable may be used for student, adjunct faculty and other needs if, in the estimation of OIT staff, it can be used without unnecessary maintenance, effort or risk to the institution. Machines older than 4 years of age that do not meet this requirement are salvaged.

The Office of Information Technology will review purchase of such computers and maintain all standard computing equipment on all SRSU campuses. There will be special cases where the campus standard may not be suitable. Our primary goal is to ensure that equipment purchased meets the requirements of the individual, department and campus in the most cost-effective way while making sure that purchased equipment is compatible with the campus network, and that OIT is able to deliver necessary customer service. Faculty and staff are welcome to call OIT to discuss their needs for software and hardware at any time. Please involve us at the early planning stage.
If a department has approval to purchase equipment out of their budgets, OIT provides consultative assistance to the department with needs analysis, vendor selection and equipment specification. The department will be responsible for initiating the purchase requisition.

**Delivery of New Equipment**

When a new computer is purchased, the equipment is shipped to the receiving area of the appropriate campus and added to the database of university owned property. After the database entry, the equipment will be tagged and prepared for delivery to the requesting department by OIT. A staff member from OIT will contact the individual staff or faculty member to arrange delivery.

**Disposal or Reassignment of OIT Supported Equipment, Inventory Controls**

OIT staff must coordinate the transfer of all computer equipment to include desktop computers, servers, printers, projectors, phones, document scanners, etc., when it is slated for repurpose or disposal. This allows OIT to remove any physical media that must be destroyed in accordance with APM 7.18 and permits the university to track the disposition of the equipment. No equipment should be moved or transferred without approval from OIT and Accounting Services.
Request for purchase and use of non-standard computing equipment.

By signing this agreement, I acknowledge to have read and understood the following terms and conditions for this purchase:

- I understand that this device, the associated peripherals (keyboards, printers, etc.) and, software are not part of the university standard;
- I understand that I may not receive support from OIT for setup, installation and troubleshooting of this equipment;
- I understand that I will need to setup the device on my own;
- I understand that I will need to directly work with the vendor/manufacturer of the equipment to address any problems that may arise;
- I understand that OIT may provide only a good faith effort to support, which will not be given the highest priority;
- I understand that this computer is not part of the OIT computer refresh and will not be automatically replaced;
- I understand that I will need to justify the purchase of individual applications (apps) and/or software, and, further, if such applications/software have been purchased without prior approval, I will not be reimbursed and will be held liable to pay the university in return;
- I understand that I will not store or process confidential information including but not limited to social security numbers and credit card data on this computer;
- For tablet purchases, I understand that tablet should not be purchased in lieu of an office computer.

1. ____________________________ Requestor (Signature/ Date)

2. ____________________________ Supervisor/Department Chair (Signature/ Date)

3. ____________________________ Dean (Signature/ Date)

4. ____________________________ Provost/Vice President (Signature/ Date)

5. ____________________________ CIO (Signature/ Date)