

Policy

<i>DEPARTMENT:</i> DoIT	Revision: Date: 1-9-2014
<i>PROCEDURE:</i> Employee Computer Purchase and Refresh	PAGE 1 OF 4

PURPOSE

The purpose of this policy is to provide a coordinated and centralized computer hardware purchase process. University computers will be on a predetermined refresh cycle simplifying the budgeting process. In addition, this increases the University’s buying power for computers and improves system dependability. DoIT will coordinate administration of this policy primarily with Purchasing, Finance, and the Provost’s office. All changes are to be approved by the President’s Council.

SCOPE

All Creighton University owned computer devices.

NOT IN SCOPE –smartphones, iPads and similar devices, monitors and peripherals are not in scope and should be considered “office supplies” to be managed by the departments.

In general, standard monitors and docking stations should be chosen as they were selected as compatible, low cost options for the Creighton environment. However, non-standard monitors and docking stations can be purchased without an exception request. Depending on the non-standard product, DoIT’s support may be limited.

Clinics running EHRs may have internal exceptions.

Grants – Non-standard computer requests to support grants should submit a Central Computer Policy Exemption Request.

Departments using their own funding to purchase computers outside of this program must coordinate with Finance.

The SPAHP student laptop program and Dental Labs/Clinics are not included in the Centralized Budget plan. However these departmental purchases will be coordinated with purchasing to further leverage volume pricing.

STANDARDS

The current list of computers is located on the DoIT website.

(<http://doit.creighton.edu/computing-printing/purchase-computer-use/computer-standards>).

Hardware standards are managed by a cross functional team of representatives including faculty members, administration, and DoIT. The team functions as a group, reaching consensus for all approved products. The membership and charter of the Computer Hardware Standards Committee is located on the DoIT web site as well as the process for selecting standard computer hardware.

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The default computer for employees will be a single, standard desktop. Laptops or tablets are on an as-needed basis determined by leadership within the individual departments. The main computer for each faculty and staff member is funded by the central computer hardware fund managed by Finance. The purchase of an additional computer(s) for a faculty or staff member is determined by the lead administrator of the unit and is funded by the unit’s budget.

Note for initial implementation of this policy: Individuals currently issued a laptop or tablet at the time the policy is enacted, unless requested otherwise, will receive a laptop or tablet at the time the computer is refreshed.

Computers will be refreshed every 4 years. All new computers are under warranty for 3 years with subsequent years to be repaired on a time and material basis. The cost of repairs is funded by the central computer purchase budget. If the cost to repair the computer is more than 50% of a new computer, the computer will be replaced. At the time of refresh employees will be provided with a system from the list of standard computers found on the DoIT web site that is similar to their currently issued computer. At the time of refresh the employee will receive a computer running the same platform (Apple or PC) as the currently issued computer. Hardware requests resulting in a cost that is higher than the scheduled standard replacement will be charged back to the requesting unit. As an example, requesting a change from a PC to an Apple product at the time of refresh will likely result in a higher cost. The requesting organization will only be charged one time for the difference between the standard replacement and the higher cost option.

Computers for new employees (budgeted net new additions) will be funded by the central organization. New computers for employees hired to replace an existing position will be funded by the hiring unit.

SUPPORT FOR INNOVATION

Academic Innovation: In order to support the University’s advancement of innovation, Academic departments wishing to purchase non-standard computer hardware in order to sponsor an innovative project will submit a completed Central Computer Policy Exemption Request signed by the Dean or Vice President of sponsoring Academic unit. The form will be submitted to cai@creighton.edu. The Center for Academic Innovation will review the request to identify possible synergies with other products already in use at CU. If approved, the hardware will then be ordered by Purchasing via CUBuyPlus. Any server, network appliance or associated operating system must be requested through DoIT.

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The non-standard hardware will be registered as such by DoIT. Non-standard University owned systems will not be imaged, configured, nor supported by DoIT. However, the hardware will be shipped to the Provisioning Center to be properly inventoried and configured with antivirus protection and inventory tracking before being sent to the requestor. Antivirus is required for windows but optional for Apple products

Any computer device that creates or jeopardizes the security or performance of the network can be isolated or removed from the network.

Funding for these requests is the responsibility of the requesting organization and these units will not be “refreshed” as part of the annual technology refresh program unless the product becomes part of the standard product list.

Innovation for Administrative departments: In order to support the University’s advancement of innovation, Administrative departments wishing to purchase non-standard computer hardware or software in order to sponsor an innovative project will submit a completed Central Computer Policy Exemption Request signed by the Vice President of sponsoring Administrative unit. The form will be submitted to Servicedesk@creighton.edu. DoIT will review the request to identify possible synergies with other products already in use at CU. If approved, the hardware or software will then be ordered by Purchasing via CUBuyPlus. The non-standard hardware will be registered as such with DoIT. Non-standard University owned systems will not be imaged, configured, nor supported by DoIT. However, the hardware or software will be shipped to the Provisioning Center to be properly inventoried before being sent to the requestor. Any device, computer, or software that creates or jeopardizes the security or performance of the network, can be isolated or removed from the network. Funding for these requests is the responsibility of the requesting organization and these units will not be “refreshed” as part of the annual technology refresh program unless the product becomes part of the standard product list. This process is intended for personal computers, mobile devices, and their associated peripherals and software only. Any server, network appliance or associated operating system must be requested through DoIT.

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AMENDMENT/TERMINATION OF THIS PROCEDURE

The University reserves the right to modify, amend, or terminate this procedure at any time. Given the ever-changing landscape of computer hardware, this policy will be reviewed annually by the Academic Technology Council (ATC). If necessary, the ATC will suggest changes and employ the IT Governance process to seek approval for changes.