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**Refresh Technology Terms and Conditions**

**Non-Standard and Enhanced Standard Equipment**

**Date:** \_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Fund:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Requestor(s):** \_ **Org:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Grant funded purchase: Yes\_\_\_\_ No\_\_\_**

**Manager / Supervisor of Requestor:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Enhanced Standard Technology**

**Definition:**

* Equipment owned by Creighton University
* Equipment acquired via the University’s Procurement department using the preferred resellers. (Example: Verizon, Connection, Apple, etc.)
* Equipment acquired in consultation with myIT, but not the standard model or configuration. (Example: Lenovo or Mac system but additional processor speed, memory or non-standard hard drive requested.)

**myIT Support Limitations on Enhanced Technology:**

* myIT technicians will provide support for this technology.
* myIT technicians will install Creighton standard software or troubleshoot network access problems.
* If the product is a software application, myIT may or may not, at its discretion, troubleshoot any non-standard software that is causing the device to fail.
* The purchaser will work with myIT to address the potential for any security breaches to the Creighton network or data infrastructure caused by the enhanced technology.

**Non-standard Technology**

**Definition**:

* Equipment not purchased by Creighton University.
* Equipment purchased with Creighton funds but not adhering to the hardware/software standards established by a cross functional campus team of technologists representing the University.
* Equipment not acquired via the University’s Strategic Sourcing department using preferred resellers.
* Equipment acquired without prior consultation with myIT.

**myIT Support Limitations on Non-standard Technology:**

* myIT technicians will not be able to provide support for this technology.
* myIT technicians will not be able to install Creighton standard software or troubleshoot network access problems.
* myIT has not tested the technology product to ensure compatibility with existing standards, networks and systems and therefore it may not operate as needed to perform university work.
* If the product is a software application, myIT will not troubleshoot any non-standard software that is causing the device to fail.
* If you do not have vendor support for the device or hardware you understand you cannot call the Creighton service center for help.
* The purchaser assumes all responsibility for any security breaches to the Creighton network or data infrastructure caused by the non-standard technology.
* Security breaches, unaddressed vulnerabilities, compromises, or unaddressed risk to the University can result in this exemption being cancelled and immediate adherence to the Data Center Utilization Policy (policy # 2.4.46).

To request non-standard or enhanced technology, please use the space below (add more documents if needed) for a description of the technology, product, or configuration and justification for the purchase and use.

**Check Appropriate Request Type:** **Non-Standard** \_\_\_\_\_\_\_\_\_\_\_ **Enhanced:** \_\_\_\_ \_\_\_\_\_\_

**Description (Make, Model, Version, etc.) of non-standard or enhanced equipment**

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**Have you validated the hardware you have selected works in the environment it will be set-up in?**

**YES NO**

**Please describe why the standard Creighton offering (server, computer, software, etc.) does not meet your needs.**

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**Terms & Conditions**

The Division of Information Technology does not support non-standard products or configuration. Therefore, please see below for the terms and conditions that apply to this request if it is approved.

* Technology Lifecycle Management will not process purchase orders for non-standard systems without approval of the Division of Information Technology.
* While myIT may not support non-standard systems, efforts will be made to properly process and inventory the system as University property. This includes the installation of asset management software and an administrative presence established whenever possible.
* Non-Standard CU owned systems are NOT covered by the hardware refresh process.

**The purchaser agrees there will not be any sensitive data, patient data, student data, or confidential data stored on the non-standard device/s.**

Any purchase of non-standard hardware or software should include warranty and maintenance coverage, system documentation, license keys and system disks (if any exist). The requestor of the non-standard equipment is responsible for being familiar with the legal and technical maintenance of the product in accordance with the recommendations and end user agreement provided by the manufacturer.

In the event that the non-standard equipment is transferred to another user or area, this document is binding to those persons as well.

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**Requested by: (must be handwritten signature) Signature Date:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Dean or VP: (must be handwritten signature) Signature Date:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**myIT Support Tech/embedded IT (handwritten signature) Signature Date:**

*(Completed by the Division of Information Technology.)*

**APPROVED: YES NO DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Vice Provost for Information Technology or Designee**

*\*When complete, please scan this document into PDF format and attach to your myIT ticket.*