

Information Resources has developed a computer replacement policy to provide routine replacement of faculty and staff computers on a four year cycle. The overall purpose of this program is to ensure that the computing resources are up-to-date and supportable by Network and System Services.

The goals of this program are as follows:

1. To ensure that all tenure and tenure track faculty and full time staff members have access to a computer that has sufficient capacity to support the basic computing needs in fulfillment of their work responsibilities (budget permitting).
2. To utilize a centralized budget managed by Information Resources which provides basic computing resources for university employees thereby providing relief to departmental budgets
3. Implement minimum standards for computing technology increasing the supportability of the computing resources
4. Streamline the acquisition and deployment of new equipment and the removal and recycling of the old equipment

Who is Eligible for a Replacement Computer?

In order to be eligible to receive a replacement computer, the individual:

1. Must be a tenure or tenure track full-time faculty member
2. Must be a full-time administrator or staff member
3. Existing computer must be four years old or older
4. Only the primary computer will be replaced through this program. If an employee has two computers, their department is responsible for replacement of the secondary computer at the department's discretion.
5. Computers purchased with special funding, such as grants or Equipment Leasing Funds, **will not** be replaced as part of this program. The computer will need to be replaced by the department. Likewise, revenue-generating department computers are not included in this program.

This program does not include replacement of printers or other peripherals. These replacements are to be paid for by the individual departments.

Faculty Replacement

Policies

Full-Time tenure-track faculty and computer classroom equipment are on a replacement cycle of about 4 years (budget permitting). Computers are generally ordered and replaced during the fall semester. During the summer term, Instructional Technology will consult with Rowan colleges, departments, and faculty to prioritize and finalize needs and computers to be replaced. The goals of the replacement plan are to:

- Assure that appropriate computing resources are available to computing facilities, classrooms, and college faculty to support the mission of the institution;
- Assure that faculty who use computing resources have a computer of sufficient capability to fulfill academic responsibilities;
- Implement minimum standards for ubiquitous computing on campus; and
- Encourage planning, cost-effective installation of new equipment and disposal of old equipment.

New Faculty

New full-time tenure-track faculty members are eligible to receive one new computer when they arrive on campus. New faculty computer appropriation takes precedence over existing faculty computer appropriation. Purchases are subject to Rowan computer specifications and a budget not exceeding \$1,500 per computer. The number and specifications of new computers ordered corresponds directly to the budget allotted for such purchases. *Deviation from the standard computer configuration will require approval by Information Resources and may require budgetary enhancements from the ordering department.*

Existing Faculty

Existing full-time tenure-track faculty with outdated computers, typically over 4 years old, will be placed on a computer replacement list for review and be eligible to receive one new computer. Purchases are subject to Rowan computer specifications and a budget not exceeding \$1,500 per computer. The number and specifications of new computers corresponds directly to the budget allotted for such purchases.

Adjunct and ¾ Time Faculty

When computers become available through recycling, the university makes every effort to provide adjunct and ¾ time faculty with refurbished computers. This is dependent on the number of recycled computers available each year. *Currently, there is no budget for replacing adjunct and ¾ time faculty computers with new units.*

Ownership and Support

Faculty computers purchased through Rowan computer replacement funds remain the property of Rowan University. In this way, faculty computers are for use at Rowan only and are not permitted to leave the campus for home or other use (unless the computer is a notebook). Replaced computers are, likewise, the property of Rowan and will be removed from service when new computers are delivered. *We do not support replaced computers. Faculty may request to keep their old computers for legacy compatibility only. See "Policy for Retention of Computers More than 4 Years Old" for explanation.*

Ordering Procedure

Faculty who are determined eligible for a replacement computer must go to the replacement request form (http://www.rowan.edu/it_info/purchasing/computerorders.html) and make a formal request.

Delivery of Computer to a Faculty Member

When the computer is ready for setup, the faculty member will be notified by a Network and System Services staff member to get pertinent information such as username and password so the Rowan image can be put on each computer. When the computer is ready for delivery, Network and System Services will contact the faculty member to schedule a delivery date and time.

Staff Replacement

Policies

Full-time administration and staff equipment are on a 4 year replacement cycle (budget permitting). Using the computer inventory compiled and maintained by Network and System Services, orders are placed in the fall and spring semesters. Purchases are subject to Rowan computer specifications. The number and specifications of new computers ordered corresponds directly to the budget allotted for such purchases.

New Staff

When a new employee is hired, the department is responsible for purchasing the initial computer resources for that person. The computer will then be entered into the asset management database and will be in the system for the four year replacement cycle program.

Ownership and Support

Administration and staff computers purchased through Rowan computer replacement funds remain the property of Rowan University. In this way, computers are for use at Rowan only and are not permitted to leave the campus for home or other use (unless the computer is a notebook). Replaced computers are, likewise, the property of Rowan and will be removed from service when new computers are delivered. *We do not support replaced computers. See "Policy for Retention of Computers More than 4 Years Old" for explanation.*

Ordering Procedure

Once a replacement cycle computer is ordered and received, the recipient will receive e-mail notification from Network and System Services explaining the process. When the computer has been imaged, the recipient will be notified by Network and System Services to set up an appointment for delivery of the computer.

Delivery of a Computer to an Administrative or Staff Member

When the computer is ready for setup, the administrative or staff member will be notified by a Network and System Services staff member to get pertinent information such as username and password so the Rowan image can be put on each computer. When the computer is ready for delivery, Network and System Services will contact the administrative or staff member to schedule a delivery date and time.

Reallocation of Computers within a Department

When a department wishes to reallocate a computer within the department, a work order should be entered through the Rowan University Support Desk in order for a NSS technician to be dispatched to handle this request. **No computers should be moved within a department without notification of NSS.** All computers on campus need to be accounted for and movement by department members within a department can disrupt this process. In order for a computer to be on the replacement cycle eligible list, NSS needs to know where each computer is and who the computer is assigned to.

If a part time or student employee machine is reallocated by the department to a full time employee without notification, the unit **will not** be eligible for replacement through the replacement cycle program.

Policy for Retention of Computers More than 4 Years Old

When a computer is replaced through the Information Resources Replacement Cycle Funding program, the existing computer is taken back to the Network and Systems Services workshop for disposal. If the department requests the existing computer be kept for use by a student worker or part time employee other than an adjunct faculty member, the procedure is:

1. The machine is tagged with a sticker stating that the computer is more than 4 years old and therefore will not be supported going forward.
2. The department will sign off on a form acknowledging that the computer is no longer being supported.
3. The computer will be formatted before being officially released to the department.
4. The computer is flagged in the Service Desk Plus work order system with the notation that it is now an unsupported computer.
5. Before any service call is answered, the supportability of the computer in question will be verified.

Materials used in this document were "Computer Replacement Program Guidelines and Procedures" by the University of San Diego and "Computer Replacement Policy" by Emory University's College of Arts and Sciences



Release Form for Unsupported Computer

Your department has elected to keep an existing computer that is more than 4 years old upon replacement of said machine according to the Information Resources Replacement Cycle program. The computer listed below will no longer be technically supported by Network and System Services.

Computer Description: _____

System Serial Number: _____

Department: _____

I understand and agree that the above referenced computer will no longer be technically supported by Network and System Services effective today. The computer will be formatted by Network and System Services before being released to the department.

Signature: _____

Date: _____