

Computer Replacement Program (CRP) Policy

In an effort to provide the College of Education and Human Development (CEHD) faculty and staff with the appropriate technology resources, the ERTC staff and the college Technology Committee have devised a Computer Replacement Program (CRP). The CRP is a system for centralized management of institutional computer resources for inventory control maintaining schedules and standardization of the desktop computing environment for compatibility and service offering.

Objectives/Goals:

The goal of the program is to ensure that computing resources in the College of Education and Human Development are current and adequate for performing work related tasks.

The objectives of the CRP are to:

- Ensure that all faculty and staff members who use computing resources in their positions have access to a computer of sufficient capability to support basic computing needs* in fulfillment of their work responsibilities;
- Ensure that appropriate computing resources are available in departmental computing facilities and university offices in support of CEHD's mission;
- Streamline the specification, acquisition, and deployment of new equipment and re-deployment or disposal of old equipment;
- Deploy a campus-wide backup program to protect university data on desktop computers.
- No faculty left behind program (faculty development)

The goals of the technology committee in regards to the CRP are:

- Establish a centralized budget which provides basic computing resources for CEHD employees, thereby providing relief to area budgets and reducing reliance on year-end surplus and current fund contingency for the CRP;
- Implement minimum standards for computing resources in CEHD increasing the supportability of the institution's installed base of equipment;
- ERTC staff and the technology committee will review the technology plan and evaluate the CRP annually, monitor information collected through audits, feedback from program participants, external vendor and industry sources, and institutional priorities to make recommendations.

* "Basic Computing Needs" include word processing, electronic messaging, Library access, Internet (web) access, spreadsheet, simple database, and basic institutional data access. Other specialized needs, such as secondary computers, advanced hardware, and other specialized needs must be funded from other funds.

Program Guidelines

CRP Process

The program seeks to provide adequate technology for employees. We expect to replace and / or upgrade equipment once every two to four years. This lifecycle enables users to have the latest computer technology and the most recent operating systems and application versions. However, the volatility of the computer industry and system prices may require minor adjustments to this lifecycle.

Qualified Participants

Provided they require computing resources in their position, the following individuals are eligible to participate in the CRP:

- Full-Time faculty and staff members
- Part-Time permanent faculty and staff members
- *Mission critical positions.

The following individuals are NOT qualified to participate:

- Those individuals employed by a grant or sponsored program
- Graduate students not employed in a mission critical position
- ERTC classroom computer stations.

* A position that supports a faculty, staff or student with information that would be considered to critical to the operation of the college.

CRP Replacement Criteria

1. Advances in technology are used to determine replacement along with age of existing system and the ability to run current software.
2. The cut-off point for which computers should be replaced is determined by the hardware audit and the level of performance that it can run current applications efficiently. The audit is an automatic service that runs when logging onto the network that records all hardware and software installed on the computer.

Note: *Hardware may be upgraded for a lower cost than replacing the complete system and may be a determining factor in some situations.*

Placement Notification and Replacement Process

Once the computers that will be replaced have been identified, the Technology Support Staff will meet with each department head to discuss what equipment has been targeted

for replacement. Once this list has been approved by both the Technology Committee and the department chairs, the department chair and/or the Technology Support Staff will consult with the user whose computer has been identified and approved for replacement to determine if they would prefer a desk-top or a lap-top. Once the equipment is available to be delivered, the change-out process will begin.

1. Dates for training to receive new computer will be set. The training (about 60 – 90 minutes) will include the following:
 - a. How to back-up old system and save data and settings.
 - b. New features in software and hardware.
 - c. Review security settings and keeping computers safe on the network.
2. After the training is completed, a date and time to change out system will be scheduled.

What you should do to prepare for the replacement?

1. **Backup up your files.** It is crucial that you save any important or critical data files to a network drive or to other reliable media such as a CD or DVD before the ERTC arrives to replace your computer. If you must save files to your computer, please save them in your My Documents folder.
2. **Know where your files are saved.** Locate any specialized files or custom configuration files and save them to your backup location. For example, your Internet Explorer bookmark file (*bookmark.htm*), an image used for your Windows wallpaper, etc.
3. **Gather up any non-standard software you use.** You will need to supply the ERTC with the original media, along with a proof of purchase. If you have software that is Shareware, you must supply documentation proving this. There have been instances in the past in which Universities have been audited for legal software, with the unfortunate result being very stiff fines for the inability to prove software legality.

Computing Resource Standards

The standard configurations include both desktop and laptop models. Technology Support Services provides full support for both. Use the following guidelines to assist in the choice of equipment:

The standard desktop is intended for general office productivity, such as word processing, spreadsheets, electronic messaging, web browsing, and all University supported management software applications.

The laptop configuration combines basic office productivity with portability. The standard laptop configuration is suitable for faculty who intend to use the computer in the

classroom, or for any employee who frequently works from home or travels for the university. This means by use of RIF funds, department funds or other funds.

Laptop Computer Policy

As an alternative to the traditional desktop computer, full-time faculty members and *select administrators* may choose, at their option, a laptop computer. The faculty member or administrator will be responsible for paying the difference in cost between the laptop computers and the appropriately configured desktop model the College would otherwise provide.

Program Guidelines:

1. All laptop requests must be approved by the department chair and/or their supervisor.
2. This policy applies to qualified faculty and administrators who choose the laptop computer as an alternative to a traditional desktop computer. It does not apply to those faculty and staff members who require a laptop computer to perform their specified duties.
3. The laptop will be replaced at the end of the third year, at which time program participants are permitted to either return to a desktop computer (appropriate to the needs of their position) or obtain another laptop computer (depending on their position, laptop configuration, current laptop policy, and funding available as specified in the Computer Replacement Program document).
4. If the faculty member/administrator requests a desktop computer during the three-year period, the laptop must be returned to the ERTC department.

Configuration Enhancements (Upgrades)

Beginning with the standard configurations, users may select (at their expense) upgrades to the standard configuration (larger monitors, more memory or bigger hard drives). Accessories such as, printers, scanners and other attached equipment are not part of the standard package and would therefore be the responsibility of the user to upgrade this type of equipment.

Exception Provision

In the event standard equipment does not meet a specific computer resource requirement, such as in the requirement for a specific hardware platform, the department may request an exception to the standard. Exceptions are granted on an as-needed basis at the discretion of the department chair or dean. At their own expense, departments and/or users may purchase additional accessories. Several common accessories and their

estimated prices are available on the technology web page at <http://softwareresales.louisville.edu>.

Redeployment and Disposal

Trickle Down computers:

If an old computer does not meet the minimum hardware configuration for memory, hard drive size, or presence of a CD drive, then the department may choose to have Technology Resources upgrade the old computer to the minimum configuration or better.

If an old computer meets or exceeds the minimum hardware configuration, ERTC will "refurbish" the old computer which includes formatting the hard drive and installing the most current operating system the hardware will support. The computers will be redeployed to replace older system that would not be inline for a new system. The ERTC Computer lab's or student walkup stations as well as some faculty, staff and graduate assistants positions would be considered.