

# Department Documentation

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The Office of Information Technology

Equipment Maintenance and Support of Faculty and Staff

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# 1 Computer Replacement

The academic and employee computer replacement policies listed below shall be followed each year to determine the total computer replacement needs of the college. Once the total needs have been determined, the Technology and Communications Committee shall develop a spending plan. If total needs exceed projected revenue, the Committee shall prioritize needs. In all but exceptional cases, funds should be allocated for both academic and employee computer replacement.

## 1.1 Replacement Policy for Academic Computers

All academic computing needs of the college will be supported, regardless of platform. This will include providing and maintaining computers and computer equipment in all designated labs and electronic classrooms, to include division labs, specialized labs, off-campus classrooms, the library, the learning center, and the faculty/staff teaching center.. The college will replace computers on a regular, scheduled basis with machines that meet Darton standards for computer support of college personnel.

Primary considerations for replacing academic computers will include the following:

- The capability to run all software applications currently being taught in the classroom or laboratory.
- The capability to run any new software applications that may be taught during the upcoming academic year.
- The ability to meet the current standards and expectations of the College.
- The age of the computer.

Using these considerations, the following procedures will be taken each year:

1. Computing Services will provide both the Technology and Communications Committee and the Chairs with a master list of all labs and classrooms containing computers. The list will include (1) the room number, (2) instructional use of the room (e.g., electronic classroom, open lab, networking lab, Chemistry lab, library, etc.), (3) the number, type, and attribute of computers in the room, and (4) the dates the computers were put in service. The list will be provided early in the fall.
2. The Chairs will provide recommendations to the Technology and Communications Committee on academic computer replacement no later than early March of each year.
3. The Technology and Communications Committee will use the recommendations from the Chairs, as well as its own prioritized list, to determine which academic computers will be replaced the following year.

Note that if budgetary limitations do not allow the purchase of sufficient computer systems for labs and classrooms requiring replacements, those that do not receive one will be placed in the group to receive one the following academic year. Note, too, that unanticipated needs such as hardware failure of out-of-warranty equipment, new labs, new classrooms, and budget shortfalls

may be met in a variety of ways. In some cases, new computers will need to be purchased; in other cases, older computers can be used (e.g., machines from the labs which have been replaced by newer computers).

## 1.2 Replacement Policy for Employee Computers

The college will support the computing needs of all college personnel. This support will be sufficient for them to complete their assigned tasks, including access to a shared communication and work environment. The college will replace computers on a regular, scheduled basis with machines that meet Darton standards for computer support of college personnel. This schedule provides for two categories of users:

- **User Category 1:**

Faculty and staff who require the most current computers (those teaching computing classes and other technology intensive courses, computing services staff members, institutional research personnel, and others who can document their need for computing capabilities requiring the most current computers).

- **User Category 2:**

All faculty and staff not included in **User Category 1**.

All computers in **User Category 1** will be replaced every two/three years, or as new software/hardware requirements dictate, and all in **User Category 2** will be replaced every three/four years, or as funding permits. Assignment to the user categories will be made administratively upon the recommendation of supervisors. Appeal for placement in a different category and other special circumstances will be managed as follows: The user will provide a written request, accompanied by the written support of the supervisor, to the Director of the Office of Information Technology. The Director will make a final administrative determination of whether to accept or reject the appeal. Exceptional circumstances include the following: (1) Budget limitations require decisions about which scheduled replacements to make; (2) Individuals believe their computing needs necessitate placement in a different User Category.

If budgetary limitations do not allow the purchase of sufficient computer systems for those due to receive a replacement, those who do not receive one will be placed in the group to receive one the following academic year. Accommodation will also be made for movement of employees ahead in the replacement schedule if their computing needs change during the cycle and they require a more sophisticated computer.

Unanticipated needs such as hardware failure of out-of-warranty equipment, newly hired employees, and budget shortfalls may be met in a variety of ways. In some cases, new computers will need to be purchased; in other cases, older computers can be used (e.g., machines from the labs which have been replaced by newer computers).

Provision for computer support for part-time employees includes the following. As part of the process of establishing user categories, supervisors will identify key part-time wage positions

requiring computers and indicate into which category (1 or 2) these positions fall. In identifying these positions, the supervisor may indicate that one computer should be allocated to a particular part-time position or that one computer should be shared by a group of part-time positions. Key part-time positions will then be treated the same as full-time positions.

## **2 Support of Classroom/Laboratory Equipment**

The OIT Department will support all campus facilities that are equipped with department-supplied equipment. This equipment includes computers, printers, and any additional peripherals. The following policies and procedures are in place to ensure that all computer-equipped classrooms and laboratories are maintained regularly and in the most efficient manner.

- All computer-equipped classrooms and laboratories will be upgraded/replaced on a three-year replacement cycle, with exceptions to the cycle approved by the Director of OIT. At the time of upgrade/replacement, these computers will be configured with the current standard software supported by OIT. Disk imaging software will be utilized to ensure uniformity and promote upgrade/replacement efficiency. An image of each classroom/laboratory will be stored on a network server for future use.
- At the end of each semester, each disk image will be evaluated and updated as necessary to reflect any version changes or changes in the functionality of the operating system and each installed application. Once these updates are complete, each classroom/laboratory will be re-imaged. This ensures that each classroom/laboratory is current and “clean” at the start of each semester.
- Trouble calls placed to the Help Desk throughout the semester will be given the highest priority and handled as quickly and efficiently as possible. Minor problems or those limited to single computers will be handled individually. Problems affecting an entire classroom/laboratory may involve the re-imaging of an entire classroom if time permits.

## **3 Support of Faculty and Staff Equipment**

The OIT Department will support all faculty and staff who utilize department-supplied equipment, including computers, printers, and any additional peripherals. The type and extent of support includes but is not limited to the items listed below.

- Provide computers to eligible individuals on a three year replacement cycle, with exceptions to the cycle approved by the Director of OIT. The computers will be configured with the current standard software supported by OIT.
- Provide access to an individual or network printer.
- Provide a network connection and appropriate network software for all faculty and staff whose positions require the use of a computer.
- Provide email accounts to all faculty and staff for College-related work.
- Provide access to individual and/or departmental network drives.

- Provide software licensed by OIT for the campus.
- Provide help during normal College business hours via the OIT Help Desk; problem resolution and information will be provided in one or more of the following ways.
  - Telephone calls.
  - On-site visits as necessary to follow up on problems that cannot be resolved during a phone call to the help desk.
  - Hardware repair for OIT supplied computers as determined during help desk calls or on-site visits.
- Provide training in one or more ways.
  - Small-group instruction sessions.
  - On-line documentation and tutorials.
  - Individual help sessions as necessary and possible.
- Provide public computer facilities that may include one or more of the following:
  - Special equipment such as flatbed scanners and CD burners.
  - Additional hardware and software as deemed appropriate for academic and administrative work.
  - Fee-based black-and-white and color printing.
- Provide computer support for College facilities dedicated to using technology in academic classes and staff development.
- Provide support for department computer labs with OIT-supplied and/or grant-funded computers, including the following services.
  - Recommend and purchase hardware.
  - Provide access to and installation instructions for all software licensed by OIT for the College community.
  - Advise on tools and methods for managing lab facilities.