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## COMPUTER ALLOCATION, SUPPORT, AND TRACKING POLICY

### PURPOSE

This policy promotes the efficient and necessary allocation of resources and support for the provision of computing devices in support of the mission of the University. The policy further defines what a lifecycle computer is, when it is replaced, how it is funded, and the support it receives. It also sets forth the conditions and requirements for use of devices off-campus. This policy notwithstanding, the University's FIXED ASSETS, CAPITALIZATION, AND INVENTORY CONTROL policy will take precedence.

### DEFINITIONS

- "Computers", "computing devices", or simply "devices" as referred to in this policy include university-owned desktop computers, laptops, and tablets. For the purposes of this policy, it does *not* include servers, e-readers, smart phones, or devices valued at less than \$500.
- "Life cycle computers" (LCCs) are University-purchased computers that are replaced on a regular schedule.
- "Mobile computers" include laptops and tablets.
- A "Custodial Employee" is a person to whom a specified device has been issued for the performance of their work.
- "Policy 0601" refers to the Fixed Assets, Capitalization, and Inventory Control Policy.
- An "ICAR Form" refers to the Inventory Control – Action Report Form, which is attached to policy 0601 and is the official method of reporting all fixed asset transactions.

### LIFE CYCLE COMPUTERS

All benefitted employees will be supplied with one life cycle computer, a computer that is replaced every 4 years. A life cycle computer (LCC) is tied to a position, rather than an employee. When an employee leaves the university, the computer assigned to that person would be used by the person taking over the position. Each LCC will not be replaced until its designated time. If a benefitted employee changes their position within the university, the LCC can accompany the employee in the move.

Computers in classroom/computer labs that are open to all students/programs are considered LCCs and are replaced every 4 years. For a list of currently supported labs, please contact the Academic Information Services (AIS) Technology Support Desk (TSD) Manager. For department-specific labs, please refer to *Grant-Funded and Departmentally-Purchased Computing Devices* below.

The list of LCC labs is subject to change as labs are added or removed. All podium computers located in smart classrooms will be replaced every 4 years, unless classroom users opt for BYOD setup. Computers vital to the operation of the University are also considered LCCs, e.g. the computers located in Public Safety that control our 911 system.

### MOBILE LIFECYCLE COMPUTERS

In order to be issued a mobile lifecycle computer, the employee must bring the following to the TSD:

- A completed *ICAR Form* (see Policy 0601)
- If a new employee, a completed *Lifecycle Computer Request Form*
- If a current (not new) employee, their previous lifecycle computer. ATS staff will retrieve stationary lifecycle computers on request.
- Their University-issued ID card
- For devices to be used primarily off-campus, TSD staff will scan the device location to the "off-campus" location barcode. The inventory control office will confirm this upon receipt of the ICAR form.

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## SECONDARY LIFE CYCLE

This policy recognizes that the University employs non-benefitted employees that require access to a computer. LCCs that are returned to the Technology Support Desk after 4 years and are determined by the Technology Support Desk to still function properly can be re-distributed for use by part-time employees. The Technology Support Desk will support these re-distributed LCCs for an additional 2 years. Requests to transfer secondary lifecycle computers to part-time employees or adjunct offices must be made using the Lifecycle Computer Request Form. Mobile devices may not be issued to temporary part-time employees.

## REPLACEMENT / REMOVAL

LCCs are replaced every 4 years. In order for a new LCC to be issued, the old LCC must be returned to the Technology Support Desk. A replacement lifecycle computer may not be issued prior to the return of the expired computer. Any re-use of lifecycle computers for other purposes must be approved by the Technology Support Desk Manager.

Damaged or stolen LCCs must be reported to the Technology Support Desk Manager as soon as the incident has occurred, as well as several other departments as detailed in Policy 0601. If upon investigation an employee is found negligent in the care and custody of a LCC issued to them, the employee will be financially responsible for any resulting losses or damage.

## TEMPORARY USE OF MOBILE COMPUTING DEVICES

A limited number of mobile devices are available for use by faculty and staff members at the ATS Support Desk. These devices are shared by all faculty and staff, so prompt return of the device is a courtesy to colleagues.

The employee will be required to sign for the device and present their University-issued ID card. TSD staff will scan the barcode of the device in the library system to the employee's University ID card, establishing custodianship of the device by the employee. Mobile devices are available for one month. Devices overdue more than two weeks will be billed for replacement with a non-refundable service charge of \$50 to the individual user.

## COMPUTING DEVICES USED IN OFF-CAMPUS INSTRUCTION

Devices that:

- (1) have been purchased with departmental funds, *and*
- (2) are used by students during a class session off-campus, *and*
- (3) while students are under the direct supervision of a faculty or staff member

Will be considered to be in the care and custody of that faculty or staff member.

## TRACKING

As University assets, all LCCs will be inventoried to a location. Devices used for off-campus instruction will be inventoried to the location where they are stored. Any move of an LCC to a new location must be reported to the TSD and the University Inventory Office by the custodial employee (see Responsibilities section below). Transfer of an LCC to another person without completion of the Lifecycle Request Form is prohibited.

## SUPPORT

Support will be provided to LCCs, grant-funded, and departmentally purchased computers for a period of four years. Secondary lifecycle computers (see below) will be supported for an additional two years, where feasible. Personally owned computers, outdated computers, or computers not approved for life cycle cannot be supported by the Technology Support Desk.

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## GRANT-FUNDED AND DEPARTMENTALLY-PURCHASED COMPUTING DEVICES

As per policy 0602 "Software and Hardware Acquisition and Usage" the procurement of all computing devices must be approved by ITS (as delegated to the Information Resource Hardware and Software Review Committee. These devices will be supported for four years, but will not be placed on permanent lifecycle without approval.

## ADDITIONS AND REMOVALS FROM LIFE CYCLE PROGRAM

A computer lab, laptop cart, etc. may be added to the University's Life Cycle Program if it meets the following criteria:

- Equipment/Facility is open to all students, faculty and staff for general and classroom use
- The addition is critical to fulfilling the mission of the University
- Life Cycle Request Form has been filled out and approved by the Dean of AIS and the Vice President of Administration and Finance.

The same criteria will be applied to any equipment/facility currently a part of the life cycle program. If said equipment/facility does not meet these criteria then it will be removed from the University's life cycle program and will become the responsibility of the department.

## RESPONSIBILITIES

- a) Employees: Computing devices are in the care and custody of the employees using them. Each employee is responsible for the security of the property, and its appropriate use and maintenance. If an employee is found negligent in the care and custody of University equipment, the employee will be financially responsible for any resulting losses or damage. Employees will not be financially responsible for damage resulting from normal use, conditions beyond the control of the employee, or theft despite reasonable security precautions having been taken. Employees may not transfer mobile computing devices to other employees. Employees must report any move of a LCC to the Technology Support Desk and the University Inventory Control Office. Employees are responsible for completing an ICAR form annually if they are the custodian of any off-campus devices. Employees must return their device to the TSD for any needed security upgrades. Theft of a device must be reported immediately to the TSD, University Public Safety, Financial Accounting, Inventory Control, *and* the Information Security Officer.
- b) TSD staff: TSD staff will not issue replacement lifecycle computers until the previous lifecycle computer is returned. TSD staff will scan issued mobile and stationary lifecycle computers into the university inventory control system along with the barcode from the user's office. TSD staff will ensure that all issued mobile devices comply with University security requirements when issued. TSD staff will inform the appropriate division Vice-President and the Inventory Office if a violation of this policy is discovered. For temporary loan of items, TSD staff will charge and discharge mobile computing devices in accordance with this policy using the library checkout system. Overdue notices are automatically issued to employees with overdue devices prior to issuing the two-week replacement bill. The Dean of AIS will inform the appropriate division Vice-President and the Inventory Office when a loaned mobile device is overdue more than two weeks. TSD staff will scan asset barcodes for all new lifecycle computers into the university inventory system. TSD will scan new locations for computers that they relocate.
- c) Library Staff: Library staff will assist TSD staff in using the library system for charging and discharging items. They will also assist in resolving any billing questions. Library staff will provide the Inventory Office with data on borrowed computing devices, their location, custodian, and dates of charge and discharge.
- d) Inventory Control office: The Inventory Control office bears ultimate responsibility for tracking university assets. Inventory Control staff will work directly with the TSD, the Library, area supervisors, and Human Resources staff to ensure accurate tracking of assets. The Inventory Control office will issue annual notices to University employees in possession of off-campus assets regarding the requirements of completing an ICAR form.
- e) Employee supervisors: Supervisors, in conjunction with Human Resources will be responsible for ensuring that off-campus assets are returned to the TSD prior to severance of departing employees and that off-campus ICAR forms are completed annually.

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## **SECURITY AND CARE OF COMPUTERS**

Individuals to whom computers are issued are responsible for their reasonable care and security. The TSD is responsible for the security and care of computers in labs installed by AIS. The security and care of departmental, club, or office computers are the responsibility of those respective organizations. Any computer damage or relocation must be reported to the TSD and the Inventory Control office by the individuals or organizations using them. Theft of a device must be reported immediately to the TSD, University Public Safety, Financial Accounting, Inventory Control, and the Information Security Officer.

## **ENFORCEMENT**

Area Supervisors are responsible for referring employees to Human Resources for disciplinary action based on information received from the TSD or the Inventory Control office. Employees in violation of this policy may face disciplinary action up to and including suspension or termination.

## **EXCEPTIONS**

This policy recognizes that there are extenuating circumstances where accommodations must be made to allow a full-time employee to complete his/her job duties. Exceptions to this policy will be made with a completed and approved Life Cycle Computer Request Form.

## **FUNDING**

Each year a dollar amount is determined by the Technology Support Desk Manager for a computer capable of running the standard suite of programs approved by the University. Computer equipment and specified accessories in excess of the allotted amount must be covered by the department of the requesting user. The lifecycle budget will be reviewed annually by the Technology Support Desk Manager and Dean of Academic Information Services prior to submission for request for University funding.

## **REVIEW**

This policy will be reviewed annually by the Dean of AIS and the Vice President for Administration and Finance.

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**LIFE CYCLE COMPUTER REQUEST FORM**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Equipment / Facility: \_\_\_\_\_

\_\_\_ Request for a new set of computers for instructional purposes, e.g. a lab, laptop cart, etc.

\_\_\_ Request for a new lifecycle computer as the result of a new position

\_\_\_ Other request (such as transfer of LCC from one individual to another, a second mobile LCC, or allocation of a secondary lifecycle computer to a part-time employee.)

Is the request for a mobile device? Yes  No  (See Off Campus Computing Device policy for additional requirements)

**Please indicate why the requested equipment/action is necessary**

Approved: \_\_\_\_\_ Not Approved: \_\_\_\_\_

**Reason for denial of request, or stipulations attached to approval:**

Dean of AIS Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Dean of Faculty Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For new lab computers (5 computers or more)**

Approval of VP, Admin & Finance: \_\_\_\_\_ Date: \_\_\_\_\_

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Copies to requestor and Technology Support Desk Supervisor