

## **DRAFT DOCUMENT**

### **INFORMATION TECHNOLOGY REFRESH ADMINISTRATIVE POLICY**

#### **BACKGROUND:**

**Fiscal Year 2019-20 was the final year the college could have received funding from the district for the information technology refresh. Over past years, Cañada College has relied on district funding to continue our college efforts. As a result, the technology refresh policy described in this document is conditional and contingent upon available funding.**

#### **I. CANADA COLLEGE ADMINISTRATIVE POLICY STATEMENT**

Cañada College is committed to managing its technology resources consistent with the College's Mission, and in a manner which is organized, intentional and cost-effective.

#### **II. WEBSITE ADDRESS FOR THIS POLICY:**

#### **III. OVERVIEW**

The purpose of this policy is to help address the technology life-cycle maintenance needs of the College in a systematic, predictable and cost-effective manner. Also, we want to keep in mind that all users are unique, so a clear set of criteria will be in place to set the standards required to replace/refresh equipment.

#### **IV. ANNUAL INVENTORY REQUIREMENT**

Each year, ITS will ensure that an accurate inventory of all computer systems within each Department of the College has been conducted. The inventory should track at least the age of the computers and the asset control number at minimum. In documenting a computer, the following should also be noted: We never put the specs in our list. Never put in monitor type unless it was out of our standard 24"

1. the type of the CPU,
2. amount of memory,
3. size of hard drive and
4. type of the monitor.

This information will be maintained by Information Technology Services (ITS) for no less than four (4) years. No idea where this number came from The inventory data collected will serve as a guide for planning the future maintenance requirements needed by the College.

#### **V. REFRESHMENT PLAN**

Technology plays a critical role in the College's Mission, the following replacement plan will be followed contingent upon funding availability to ensure that computers on campus remain up to date.

## DRAFT DOCUMENT

- a. ACADEMIC COMPUTER LABS: Will be categorized one of two tiers. Each tier will be tied to instructional content requirements based on specialized equipment specifications needed to run discipline specific software.
  - I. Type A Lab Criteria: Labs running discipline specific software that require moderate to higher-end hardware. This type of lab may or may not require running the latest in operating systems. These labs may be on a 4-5 year refresh cycle and evaluated appropriately to determine whether a refresh should be initiated. Once completed, replaced computers should be cycled to Type B labs.
  - II. Type B Lab Criteria: Labs running basic to low-level applications which do not require running the latest in operating systems nor discipline specific software or hardware. Replacement evaluation for these labs are on a 4-6 year refresh cycle.
- b. STANDARD OFFICE TECHNOLOGY: Included in this category:
  - all faculty workstations and
  - staff workstations,
  - laptops and
  - tablets.

This category also includes all computer peripheral devices such as:

- keyboard,
- mouse,
- scanner, etc.

All standard office technology may be evaluated for replacement every five (5) years while Apple products will be on a 7 to 8 years refresh/replacement cycle.

### OUT OF CYCLE REPLACEMENT

Requests for out of cycle refreshment equipment is permissible as long as the evaluation/assessment process has been completed. The following conditions should be met:

- (1) The workstation is out of warranty and repair is not feasible; or
- (2) There is adequate justification that the workstation does not meet the requirements for the user's job.

- c. SPECIAL USE ITEMS: This category includes specialized equipment, such as:
  - large screen multimedia computers,
  - facility sound systems or
  - other unique hardware.

The replacement cycle for these items will be evaluated on a case-by-case basis with the understanding that the evaluation/assessment process has been completed. It is customarily expected, that the standard replacement period should not occur before a life cycle of 3-5 years; however, it Decisions on whether upgrades may be more appropriate than replacement will be made by ITS in consultation with the Office of the Vice President of Administrative Services.

## DRAFT DOCUMENT

### COPIERS AND PRINTERS:

1. College uses both regional/shared printers and single/local printers in offices to meet faculty and staff printing needs. Internal printing with the College Offices has proven to be most economically served using regional/shared printers.
2. Single printers in each office present reliability problems and are the most expensive approach to printing. Regional printers are the most cost-effective method of printing and are easily maintained.
3. The District's ITS department is working on developing a districtwide plan which will enable each college to adopt a shared approach to printing. Additional details will be provided as they become available.

### **VI. STAGGERED REFRESH**

Allocation of technology as in all budgetary items is linked to the College's planning and budget process. Annually, the Vice President of Administrative Services will submit a request to allocate funds for the annual refresh of computers and other technology. Actual funding will be based on the College's available resources for the year.

In light of limited resources and in effort to control costs and minimize disruption to the College's operations there will be need to prioritize refresh/replacements. There will be approximately 20% of the computer inventory that meet the criteria approved each year. Equipment will be replaced based on age, programmatic needs and established criteria. With this policy, there is no need to request new computer equipment unless there are programmatic or personnel changes.

Programmatic Consideration:

- a. Age of Equipment: The age of the equipment is a primary criteria. Under this criteria, replacement of equipment is determined based on the annual inventory records maintained by ITS.
- b. Programmatic Needs: The secondary criteria relates to departmental programmatic needs and must be identified as well as prioritized through the College Program Planning and Resource Request Process.

### **VII. FUNCTIONAL REALIGNMENT OF COMPUTERS**

Existing, diverse environments across the College may allow for a gradual shifting of equipment from one area another.

For example, the College might use newer, more powerful computers in higher more demanding technological environments while using older, less powerful computers in less demanding environments. Doing so will enable the College to effectively increase the lifespan of its computer inventory while mitigating costs.

In light of this, each computer at the College will be evaluated on a yearly basis with regard to its ability to process information. As new computers are purchased, the older computers will be

## DRAFT DOCUMENT

moved to less intensive areas or applications. This depends on how the money is spent and the language that is used? I.e. Older machines that is being “replaced” will be replaced and not reused.

[Please Note: only those desktop systems that are able to run the current operating system and software suite supported by the College will be eligible for continued deployment across the campus.]

### **VIII. REFRESH TIMELINES**

#### **a. March – June**

- Update inventory equipment list for each Department or area.
- Discuss with Department heads and adjust configuration list as needed.
- Validate departments and personnel to be refreshed in upcoming year with relevant Department Head and Office of Vice President of Administrative Services.
- Obtain Department budget account number for additional equipment requirements outside of standard configurations.
- Complete final Departmental lists by April 15<sup>th</sup>
- Establish a timeline with least impact to instructional areas- whenever possible.

#### **b. August – December**

- Order new computers. Timeline depends on lab vs staff member
- Contact faculty and staff to schedule installation of new equipment and removal of old equipment.
- Establish installation of equipment that is least disruptive whenever possible.

### **IX. HARDWARE ACQUISITION**

The following principles shall guide the acquisition of computer hardware at the College:

- A. Hardware Standards: Standards have been defined for workstation hardware, peripherals, audio-visual equipment. ITS will ensure these standards are:
  - a. re-evaluated periodically based on common needs,
  - b. vendor offerings, cost, reliability,
  - c. supportability and quality and
  - d. timeliness of vendor support.

When an item is approved as a campus standard it is considered to be pre-approved for purchase without the need for additional consideration by ITS. Therefore, requests for standard hardware will normally be processed on a timely basis as dictated by the College’s Refresh and Replacement policy. The approved hardware standards for administrative and academic applications are the following:

1. DELL
2. Apple
3. HP Printers

- B. Non-Standard Hardware: Requests to purchase non-standard hardware must be approved by the department’s respective Dean and Vice President as well as ITS. Please note: Non-standard hardware will not be supported by ITS. However, before

## DRAFT DOCUMENT

purchasing non-standard hardware, the receiver of the hardware or department representative must describe the source of external support for the hardware being purchased. This information will need to be provided at time of the request for purchase of the hardware.

### **X. SOFTWARE ACQUISITION**

The District's ITS department will continue to establish guidelines and standards for the purchase of software intended for use by the College. Current standards and guidelines can be found at the following website:

### **XI. THEFT, LOSS, FAILURE OR BREAKAGE**

In the event of theft, loss or damage occurring to College equipment, the following guidelines shall be followed:

- a. Theft: Where a computer or any other technology resource has been stolen, all employees are to file an incident report and immediately contact Public Safety at (650) 738-7000. After filing an incident report please notify ITS by calling (650) \_\_\_\_\_ and please inform your respective Dean and/or Vice President. Police report shall be provided.
- b. Loss/ Breakage: In the event a computer or other technology resource is lost or broken, ITS should be contacted immediately at (650) \_\_\_\_\_ and please inform your respective Dean and/or Vice President. The Department/User will be responsible for funding replacement costs of the equipment of lost or broken equipment.
- c. Failure In the event a computer or other technology resource fails to operate as reasonably expected, a work ticket should be submitted to ITS via their website at: <https://its.smccd.edu/services/>. Upon examination/evaluation of the issue, ITS will determine how best to proceed.

### **XII. DISPOSAL**

The College disposes of obsolete technology equipment in a manner consistent with the guidance outlined in the "Policy on Electronic Equipment Disposal." Please contact ITS and coordinate removal and disposal of equipment.