CALIFORNIA STATE
UNIVERSITY
E A S T   B A Y

INFORMATION TECHNOLOGY ADVISORY COMMITTEE

16-17 ITAC 1
April 17, 2017

TO: The Executive Committee

FROM: Andrew Carlos, ITAC Chair

SUBJECT: 16-17 ITAC 1: CSUEB Computer Refresh Policy

**ACTION
REQUESTED:**   That the Executive Committee accept the attached administrative Computer
Refresh Policy as information.

BACKGROUND INFORMATION:
On October 17, 2016, Academic Technology Director Eric Neumann presented a draft computer
refresh policy to ITAC. This was then discussed at the ITAC meetings on November 21, 2016
and March 6, 2017. At its meeting on April 17, 2017, ITAC decided to send the attached policy
to the Executive Committee as information.

I.   Introduction

The computer refresh (replacement) cycle provides the university community with current technology, strong security standards, and enhanced support from the ITS Service Desk. Removing older, outdated computers also reduces the overall cost of support and maintenance.

II.   Scope

The Information Technology Service (ITS) computer refresh program refreshes the primary computers of CSUEB faculty and staff, as well as any general-purpose lab computers, shared workstations, and kiosk/specialized computers within the fiscal year in which they are determined to be end-of-life. The end-of-life date for campus computers depends on the type of usage (Office, Lab, Classroom, Kiosk, Shared, etc) as well as the type of user (Faculty, Staff, and Student) along with the make and model of the computer. Faculty, Staff, and Lab computers for which ITS is responsible for refresh, are normally refreshed every four (4) years while other computers such as shared workstations, kiosks, cash registers, terminals, etc. are normally refreshed every five (5) years. If a computer needs refresh before its end-of-life date, the user or department may request an exception. Please contact the Service Desk to learn what the expected refresh date is for any computer.

Computers purchased by departments using grant funds, or computers received as gifts, will not be refreshed unless they are or become eligible for refresh per this policy.

III.   Standardization

CSUEB ITS provides full support for specific makes and models of computers. These baseline computers are defined in the [Service Catalog](#) under 'New Computer or Device'. If a department wishes to refresh with a model that is outside the offerings in our Service Catalog, the refresh program will subsidize the costs of the new computer with a fixed dollar amount not to exceed regular costs for a standard computer. The department will be responsible for funding the excess costs above that subsidized amount.

IV.   New Employees

When a new full-time faculty or staff member is hired, they can inherit the computer from a departed employee, or the department can use department funds to purchase a new computer for them, this computer then becomes the refresh-eligible computer once the old computer is given back to ITS for disposal.

All computers must be ordered through the [Service Catalog](#).

V.   Theft and Failure Replacement

- Any primary computer that stops functioning will be repaired or replaced by ITS.
- If a computer is stolen, a report must be filed with the University Police Department.   If a computer is damaged or lost through negligence, the department may be required to pay for the replacement.