

University of Wisconsin-Superior

Policy Subject: Computer Replacement, Software and IT Support Policy

Cabinet Division: Administration and Finance

Policy History: Draft June 2018

Effective Date: September 1, 2018

I. Background and Purpose

The University of Wisconsin-Superior recognizes the importance of technology in the daily workings of the campus. In order to assure efficiency and effectiveness of technology hardware and software on campus and to provide the most current technology available and affordable, this policy will:

- Assure employees have access to a computer with sufficient capability to support basic computing needs in fulfillment of their work responsibilities and the university's operational and network security needs; ensure that specific individuals with advanced computing capabilities are regularly identified and supported or upgraded.
- Establish a centralized and consistent funding source to support the computing needs for the primary mission of the campus.
- Define standards to increase the supportability and security of the university's computer inventory.
- Streamline the specification, acquisition, deployment, reallocation, support and decommissioning of computers.
- Ensure periodic and regularized review of computer (ideally every three years) capabilities among offices and departments and create a refresh-plan, as appropriate.
- Ensure that the list of those with access to specific software is periodically reviewed and updated.
- Ensure that every five years, the CIO collects from offices and units focused directly on delivering learning (Library, Academic departments), learning- and scholarship-focused software needs, and responds, based on finances, to these needs.

The policy applies to all UW-Superior departments and employees. Portions of the policy as determined by the CIO may be applicable to vendors or other third parties.

II. Constraints

This policy is in compliance with the following Wisconsin State Statutes, Wisconsin Administrative Codes, University of Wisconsin System Administration and/or University of Wisconsin Board of Regents policies:

UWS Board of Regents Policy 20-22 Code of Ethics

UWS Board of Regent Policy 25-3 Acceptable Use of Information Technology

UWS Board of Regent Policy 25-4 Strategic Planning and Large or High Risk Projects
UWS Board of Regent Policy 25-5 Information Technology: Information Security
UWSA Policy 505 Purchasing Responsibility and Authority
UWSA Policy 1010 Information Technology Acquisitions Approval
UWSA Policy 1030 Information Security: Authentication
UWSA Policy 1021 Information Security: Data Classification & Procedure
UWSA Policy 1032 Information Security: Awareness
UWSA Policy 1033 Information Security: Incident Response

III. Definitions

“CIO” is the campus Chief Information Officer and responsible for the information technology department.

“Computer” is any campus owned device that includes an operating system and processor and is not considered to be a server.

“Primary Computer” is a single computer that has a non-embedded operating system (e.g. laptop or desktop) that was purchased for an individual employee to fulfill the computing needs associated with their assigned duties.

“Secondary computer” is any computer purchased by a department in addition to their primary computer allocations. This includes desktop, laptop and computers with embedded operating systems (e.g. I-Pad, Surface, and other tablet computers). *Secondary computers are not eligible for replacement with Computer Replacement Program funding but must adhere to existing computer standards at the time of purchase.* Secondary computers are subject to computer reallocation and end of life decommissioning procedures.

“End of life computer” is a campus computers that is 5 years or older from the date the computer was purchased.

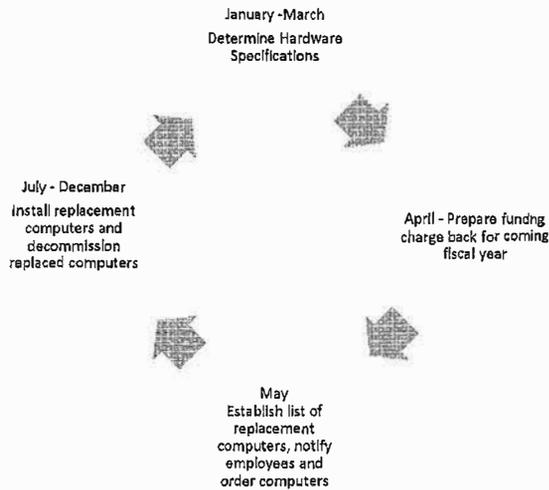
“Software” is any software program that can be installed on a campus computer.

IV. Policy

The computer replacement program provides funding to replace primary computers that have reached end of life and to supply a computer for newly hired faculty and staff positions as negotiated in hire contracts. The program is currently funded through an identified campus funding string. However; if funding is not available in the future, it may include an annual charge back or annual reduction from base budget for every computer deployed in a campus department at the beginning of the replacement cycle. The program also receives funding from money collected as part of the decommissioning process and other onetime funding as made available.

All computers must be purchased through the IT department through the replacement cycle.

The replacement cycle is illustrated below:



January – March - Existing hardware specifications are reviewed and replacement computers for coming fiscal year are defined by the CIO.

April - Determine available funding.

May- Establish replacement eligible computers, notify employees and purchase replacement computers.

July - December – Priority is to install replacement computers and then complete decommissioning procedures. For security reasons, all campus computers are required to be decommissioned when they reach end of life.

Computers will be purchased as standard models for the coming fiscal year by the CIO. The CIO considers the following when making the decision:

- Ease of secure connectivity to the University network
- Consistent performance of all integrated components in the network environment
- Industry leaders with an established track record in manufacturing, sales and service
- Availability of an affordable and comprehensive warrantee
- Stakeholder feedback from the University Technology Committee and IT support professionals that take into considerations successful in-house experience with existing products and configurations

Macintosh Computer Support

Technology Services supports the use of Macintosh computers when specific academic or administrative functionality needs are demonstrated however, because the initial purchase price

is higher than a comparable Windows computer coupled with the fact that the campus network and security infrastructures have been architected around the Windows platform, the cost of ownership of a Macintosh computers at UW-Superior is significantly higher than a standard Windows computers.

Departments that request Macintosh computers will be responsible for an upcharge that covers the additional initial purchase costs and the additional licensing needed to securely connect them to the campus network. It should also be noted that Technology Services provides limited technical and functional support for Macintosh computers.

Departments that request an upgrade to the standard computer configuration (same brand, different model or configurations) should provide a justification for the upgrade and are responsible to recompense additional charges.

Departments should limit the purchase of computers with brands or models that differ from standard computer configurations to only those positions that have a specific academic or administrative need. Justification should be provided for the upgraded computers and must be approved by the Campus CIO before they can be purchased and connected to the campus network. The department will be responsible to recompense costs over and above the standard computer configuration.

Purchase of secondary computers

Purchase of secondary computers from departmental operating budgets for all employees issued a primary computer is discouraged and if requested, will require justification and approval by the CIO.

Computers purchased with department funds, grants, special one-time funding and computers that are an integral part of a piece of equipment or are used primarily for research purposes will be supported by Technology Services provided they meet standards for security and connectivity.

V. Policy Procedure

Ordering and Distribution of Replacement Computers

Employees and their supervisors will be notified when a computer has been identified for replacement. The employee will have a specified time period to select a replacement computer system from the designated standard systems. If a response is not received, a standard computer model will be ordered for them. Technicians will be assigned to coordinate the installation.

Ordering and Distribution of New Computers (Faculty and qualifying new Staff)

A ticket to Technology Services must be submitted that identifies who the computer is to be assigned to and the model of computer to be ordered. Technicians will be assigned to coordinate the installation.

Ownership and Custody

Computers purchased by UW-Superior, regardless of funding source, remain the property of UW-Superior through decommissioning. Computers are for use at UW-Superior only and are not permitted to leave the campus for home or other use unless the computer is intended for mobility, the off campus use is to conduct University business only, and the removal from campus has been authorized by the head of the department.

Computers that leave the campus must continue to meet standards for security and connectivity. It is the responsibility of the employee assigned to the computer to coordinate regular updates with Technology Services for computers used off campus.

Computers that are lost, stolen or damaged beyond repair must be reported to Technology Services and where appropriate, the Campus Safety department. The department of the assignee will be responsible to recompense repair or replacement costs.

Only Technology Services technicians, authorized third party service providers and those designated to work on computers as part of specific curriculum or research can relocate, repair or upgrade a computer.

Unauthorized computer maintenance could result in voiding the warrantee. All repair costs from a voided warrantee will be charged to the department where the computer is assigned.

Asset Management, Inventory, and Tracking

All computers are recorded in the asset management database. Technology services schedules regular inventory audits and employees must respond to requests to verify inventory.

Computer Reallocation

Primary computers are assigned to a position within a department and not necessarily an employee. Computers that have not reached end of life and are returned to inventory because they were replaced or otherwise no longer needed for the purpose for which they were purchased, will be reassigned per reallocation procedures. Reallocation procedures may provide for reassignment in the department where the computer was assigned as a first priority.

Computer Decommissioning

All computers that have reached end of life will follow standard decommissioning procedures except as waived by the CIO. The CIO will make exceptions for legacy computers that are necessary to support continuity or transitioning of computing, those that are an integral part of a piece of equipment, or those used primarily for research purposes provided they can continue to meet standards for security and connectivity.

Requests for the continued use of a legacy computer must be submitted to the CIO and include justification for the continued use and a plan for eventual replacement.

Encryption

Computers will be encrypted in accordance with UW-System and UW-Superior encryption policies.

File Storage and Management

Employees are responsible to ensure that all UW-System and UW-Superior data security policies are followed including policies for protecting data stored in files. Employees must store critical files including research data on appropriately secured network drives or on the campus approved cloud storage solution.

Removable storage media is not supported for purchase or use, and files stored on individual hard drives is also not supported. Technology Services will make a reasonable attempt to recover files from hard drives but any costs associated with recovery of files must be recompensed by the department. Files on computer hard drives compromised by ransomware programs will not be recovered.

Computer Software Standards

1. General Software Support Regulations- The following rules apply for all software loaded on campus computers:
 - a. Software must be legally licensed and secure.
 - b. Only Technology Services Technicians and individuals approved by the CIO can load software on campus computers.
 - c. Employees must contact Technology Services for consultation before software purchase agreements are finalized regardless of funding source. This includes software promoted as “open source” or “free”.
 - d. Technology Services will attempt, but is not responsible for ensuring that purchased software will work properly on University computers.
 - e. If purchased software conflicts with standard software or network resources used to conduct University business, or does not meet data security standards, Technology Services is authorized to remove it from the computer.

2. Standard Computer Software

Computers are loaded with a standard computer software image that includes approved and licensed software titles. Optional enterprise software titles may be loaded by the employee on the computer through the computers software distribution application (e.g. Software Center).

3. Academic/Discipline Specific Software

Faculty must notify Technology Services at least two weeks in advance of when new software needs to be available for use in the classroom.

Faculty need to verify that existing classroom software installations are still available prior to the start of each academic session and need to provide at least a two week notice if existing software needs to be reinstalled, upgraded or removed per licensing agreements.

4. Administrative/Utility Specific Software

Departments must notify Technology Services at least two weeks in advance of when new software needs to be available for use.

Departments need to provide at least a two week notice when existing software needs to be upgraded or removed per licensing agreements.

5. Compliance

The University's Chief Information Officer (CIO) will ensure compliance with this policy.

- VI. Attachments
None

Approved:



Renée Wachter, Chancellor

8/21/18

Date