# FAYETTEVILLE STATE UNIVERSITY

## COMPUTER REPLACEMENT AND RETIREMENT

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| **Authority:** | Issued by the Chancellor. Changes or exceptions to administrative policies issued by the Chancellor may only be made by the Chancellor. |
| **Category:** | Information Technology |
| **Applies to:** | ●Administrators ●Faculty ●Staff |
| **History:** | Revised – July 8, 2024 (Technical Corrections)<br>Revised – May 5, 2022<br>First Issued - March 23, 2022 |
| **Related Policies/ Regulations/Statutes:** | ● Acceptable Use<br>● Technology Acquisition<br>● End User Information Security<br>● Information Security<br>● Information Security Related to University Personnel |
| **Contact for Info:** | Vice Chancellor for Information Technology and Chief Information Officer (910) 672-1200 |

## I. PURPOSE

As part of its mission and vision, Information Technology Services (ITS), recognizes that technology is an integral part of teaching, learning, and administration at the University. Thus, it is the intention of ITS is to provide the appropriate technology for employees. Thus, the purpose of this policy (Policy) is to provide guidance on the replacement/retirement of Fayetteville State University (University) owned computers 5 years or older that are provided to University employees. Such computers will utilize centrally supported systems including computer patching, active directory, encryption, vulnerability scanning, and mobile device management where applicable to ensure the University meets its goals related to computer standards, information security, and cost management.

The Vice Chancellor for Information Technology and Chief Information Officer or his/her designate is responsible for coordinating and overseeing this Policy.

## II. SCOPE

This Policy does not provide funding to replace computers for the following:

- Computers purchased using auxiliary or other non-state funding are not included in the replacement/retirement of computers noted in this Policy.

- Part-time, temporary and student employees who shall be provided a computer at the expense of the hiring department. The hiring department shall determine whether it will issue a new computer or a recycled computer at the hiring department's expense.

## III. DEFINITIONS

The following definitions are applicable to this Policy:

- **Desktop**
  A personal computer small enough to fit in an individual workspace. Does not have to be capable of storing data.

- **Laptop**
  A personal computer that is portable. Does not have to be capable of storing data. Includes Touchscreen and Traditional Screen Tablets, and Convertible devices which are capable of running an Operating System (i.e., Microsoft Windows, Apple OSX)

- **End of Life**
  A time period that describes the end of a computer's useful period. This is generally **5-years** past the date of purchase.

- **Viable Computer**
  A computer is deemed viable if it can be utilized by another department and can still be effectively supported by ITS technicians.

- **Obsolete Computer**
  Computing hardware will be considered obsolete under one or more of the following conditions:

  - It can no longer provide a "basic level of service"
  - It has exceeded its useful life
  - It can no longer be effectively supported by ITS technicians
  - It is no longer supported by the manufacturer
  - It can no longer run current operating systems (related to security and/or licensing)

## IV. STANDARDIZATION

The University currently supports specific makes and models of computers. Departments should consider their business continuity plans when determining the selection of their computer type. These computers were chosen to allow diversity in brands yet provide enough similarities that adequate support can be maintained by ITS. The standardization of computers decreases cost significantly through bulk purchasing discounts, vendor agreements, resource support. University-owned computers eligible under this policy may be replaced (based on funding availability) on a 5-year or older replacement cycle with newer computers to minimize service costs and improve productivity and security. After an older computer is replaced, the computer is retired following the University computer retirement (decommissioning) guidelines (Section XI).

The following applies to computer standardization:

- While standard configurations are no-cost to a department, any make and model may be specified. All computer replacement orders beyond the standard configuration require departmental approval and will require the department to subsidize the difference in cost.

- Two standard "no cost to department" computers will be specified by ITS. The computer configurations will be reviewed by ITS at least annually. This configuration must be suitable to address the computing needs for office productivity, console application programming, and general use. These options will include the following standard devices:

  - PC Laptop w/ Docking Station and 2 Monitors | 5-year Warranty
  - Apple-Based Laptop w/ Docking Station and 2 Monitors | 4-year Warranty

- The University does not provide and/or replace <u>non-standard devices</u> such as iPads and/or tablets.

- Departments will be responsible for any Apple equipment out of warranty repairs (repairs needed once the warranty expires) which includes battery replacements, once the equipment warranty (noted above) has expired.

## V.    DISTRIBUTION

The following applies to the distribution of computers:

- The University shall provide one (1) laptop as a primary computer to employees where routine computer use is required by the employee's job description.

- Primary computers shall be assigned to University position numbers to aid with the facilitation of the computer replacement/retirement policy.

- For an employee to receive a computer from the computer replacement and retirement program, an employee shall be required to return their primary computer prior to the issuance of a replacement being offered. The employee must turn in their former primary computer to the technician setting up their new computer. If an employee is unwilling to turn in their former primary computer, they will NOT be eligible to receive a new computer.

- University computers will be replaced within the fiscal year in which they are determined to be end-of-life, provided funding is available.

- Employees who have a computer scheduled for replacement swill be contacted by ITS at the start of each fiscal year; with subsequent computer replacement beginning during the Fall semester and continuing through the Spring semester.

- Secondary computers are not eligible for replacement under this Policy.

## VI.    SPECIAL NEEDS

If additional computers, special peripherals or software are needed, funding will be provided by departmental or grant funds (as determined by the department). ITS shall help by obtaining quotes from vendors and configuring the computers. These computers will not be included in the computer replacement/retirement program.

## VII. ASSET MANAGEMENT

### A. Central Asset Management System

All computers received because of a replacement/retirement must be tracked through the central asset management system. ITS technicians are responsible for data entry of all delivered computers into the asset management system which includes:

- Make/Model
- Serial Number
- Asset Inventory Number
- Purchase Date
- Replacement Cycle (End of Life)
- Asset Owner (and Position Number)

The system will track a computer throughout its entire lifecycle including initial purchase, current location, current owner, data disposition status, and survey status. Departments receiving computers are considered device custodians and will be responsible for maintaining an accurate inventory.

### B. Departmental Responsibilities

Departments must validate that all computers are accounted for at least annually, either visually or through reporting tools. The following information must be validated:

- Asset Owner (and Position Number)
- Physical Location
- Disposition Date, where applicable

As part of each department's annual Inventory Assessment, a Computer Inventory Report must be provided to ITS noting any missing equipment. Each department will be given 10 days to locate the property. If the department is still unable to locate the property after the 10-day grace period, the department will note that the property is missing on a Missing Equipment Report and will file a police report with the FSU Police Department for investigation.

## VIII. IMAGES and STANDARD SOFTWARE

Computer images at minimum must comply with the University's *Acceptable Use* policy and include the following:

- Anti-Virus (required on all devices, regardless of operating system)
- Patch Management
- Password Management (Active Directory)
- Encryption
- User specific logon credentials
- Must **NOT** deploy standard "factory" images installed by PC providers (Dell, Apple, Lenovo, etc.)

ITS shall assist with image creation and provide services to ensure adequate protection of our information assets including Active Directory, Password Management, Patch Management, Encryption, and Antivirus.

## IX.    SUPPLEMENTAL SOFTWARE LICENSING

Departments are responsible for purchasing, maintaining, and ensuring compliance with all supplemental software vendors, which includes seeking all necessary approvals for software use. Several UNC system-wide and University-wide agreements are currently in place which provide licenses for essential software. All computers must be purchased with the appropriate licensing for the installed operating system.

## X.    INFORMATION SECURITY TOOLS

To protect University information assets, several technologies are available in conjunction with this Policy. Per the University's *Acceptable Use* policy, all computers shall be equipped with Anti-Virus protection, meet minimum password standards, be physically secure, be maintained with security patches, and sufficiently protect Level 1 and Level 2 data stored on internal memory.

In conjunction with the University's *End User Information Security* policy, this Policy will require the usage of Antivirus, University Active Directory services, physical locks, patch management, and hard drive encryption wherever practical; any exceptions must be documented and approved by ITS.

## XI.    RETIREMENT (DECOMMISSIONING) and REPURPOSING

Computers are the property of the University and are provided as tools to support the University's mission. Computers have a functional life both at the University and in specific business scenarios. In general, computers shall be replaced (when funding is available) in specific locations when the hardware becomes a barrier to the end-user.

ITS is responsible for updating the Asset Management System whenever a computer is taken out of operation. Computers being replaced or retired in accordance with this Policy will be managed by ITS and all other computers will be managed by Purchasing (Surplus). Departments interested in pursuing a surplus item should contact University Purchasing.

### A.    <u>Decommissioning</u>

Decommissioning of computers will follow the standard operating procedures for proper disposal:

- All retired University-owned (desktop and laptop) computers that fall under this Policy (i.e., replaced/retired), must be returned to ITS and be inventoried in the ITS Inventory System.

- All inventoried computers will be retained by ITS and stored in a physically secure area for ten (10) business days. During this timeframe, the former asset owner may contact ITS to recover any data files missing from their new computer. After ten (10) business days, retained computers will be re-imaged by ITS and stored until re-distributed.

- University purchased and licensed software will be removed from the computer once the computer is wiped and re-imaged and returned to the license pool for reuse. University computers are not to be donated or sold with University purchased licensed software to comply with current licensing agreements.

**B. <u>Repurposing</u>**

A computer being replaced will be evaluated to determine if it is obsolete or if it is useful for re-purposing. If the computer being replaced is running an operating system that is supported and in good condition (or reasonably repairable), ITS will repurpose the computer (usually by formatting and reimaging the hard drive) and place it back into inventory for reuse.

## XII. PROGRAM ANNUAL REVIEW

The Vice Chancellor for Information Technology and Chief Information Officer or his/her designate shall perform an annual review of this Policy and shall communicate any changes or additions to appropriate University stakeholders. This Policy shall be updated as necessary to reflect changes in University policies, the University's academic, administrative, or technical environments, or applicable laws and regulations.