COLLEGE OF ARTS, HUMANITIES AND SOCIAL SCIENCES

FACULTY, STAFF AND ADMINISTRATORS

COMPUTER REFRESH POLICY AND PLAN

SECTION I. BACKGROUND

A. CSU REFRESH GUIDELINE DEVELOPMENT

In October 1996, the Chancellor and CSU Presidents pursued the Integrated Technology Strategy-Technology Infrastructure Initiative (ITS-TII) and established teams to work on technology plan issues. The workstation team developed hardware, software, training and network access standards outlining minimum requirements.

The target environment for faculty, staff and administrative (F/S/A) desktop computers is described in the following ITS-TII document:

http://tii.calstate.edu/StatusandDirections/Status/3A-Workstation_Envir.pdf

This was prepared by a committee formed by the Chancellor’s Office in October 1998. The above document contains the baseline technology standards and goals defined to enhance productivity, collaboration and communication between all CSU campuses. The CSU ITS-TII plan calls for refreshing the workstation environment for faculty, staff and administrators on a three-year cycle. The CAHSS plan with its current annual funding of $40,000 and approximately 225 computers allows for refreshing approximately every 6 years.

B. DEFINITIONS

1. “Refresh” refers to a new or rebuilt computer.

2. “Rebuilt” refers to the computers rebuilt with parts from the pool of computers surrendered to the ITC Office.

3. “Serviceability” refers to the condition and expected working life of a rebuilt computer and its ability to be reused in the workplace.

4. “Old computer” refers to the obsolete computer being surrendered.
SECTION II. CAHSS REFRESH POLICY

A. GOAL

The goal of this plan is to maintain a pool of college-owned quality computers and should not be considered a means for expanding that pool.

B. DISCUSSION

The key element of this plan is that obsolete computers are replaced by refresh. This CAHSS refresh policy addresses computer technology replacement for faculty, staff and administrators. It does not address student lab computers or classroom computer refresh. This plan does not provide for the refreshment of scanners, digital cameras, printers, CD burners, DVD burners, drawing tablets, etc. Computers are defined to mean the CPU, monitor, keyboard, mouse and storage device.

Specifics of the CAHSS Refresh Plan rest on the CSU Commission on Technology Infrastructure Workstation Standards that are updated annually. The standards change each year and are published by the CSU. These standards can be viewed at:

http://www.humboldt.edu/~its/planning/reports/standards.pdf

Workstation environment standards discuss features rather than the age of technology. More often than not, the three-year refresh cycle will coincide with a change in processor and platform. Even though a computer may still have functionality, hardware and software incompatibility may prevent an end-user from accessing the internet, network resources, email, or peripheral devices.

C. OBJECTIVES

1. Workstation Allocation

The following allocations follow CSU guidelines as outlined in “Target Environment” in the following link:

http://tii.calstate.edu/StatusandDirections/Status/3A-Workstation_Envir.pdf

One (1) refreshed computer will be ordered for each full-time faculty, staff or administrator when his or her current computer is due for refresh (see above).
One (1) refreshed computer will be provided for every three (3) part-time faculty members. We realize these are guidelines and may not follow exactly in practice. The actual allocation of workstations is worked out with the department chair and ITC due to office space constraints or other considerations.

2. Quantity Discount Purchasing

Quantity purchasing allows for standardization in maintenance and creates a cost savings that assures the maximum number of faculty, staff and administrators receive regularly refreshed technology. All faculty, staff and administrator computers should be purchased according to this refresh policy and plan. Requests for specialized computers should be submitted to the CAHSS Budget Committee or funded through the department. The ITC must be consulted before ordering any computer equipment.

3. Laptop Purchases

In limited instances, departments may request refresh resources be directed to the purchase of a laptop instead of a workstation. In those cases, the department is responsible for paying the difference between the cost of a laptop and a standard desktop replacement. This request must be approved by the department chair, submitted to the college’s ITC and the college’s Budget Analyst for recommendations. The request will be reviewed and forwarded with recommendations to the Dean for final decision.

4. Priority Refresh Planning

A priority system for the refresh is as follows:

a. Staff and Administrators
b. Full-time Faculty
c. FERPs (excludes FERPs in 5th year)
d. Part-time Faculty

If budget and ITC office staffing permits, each year the ITC office will generate a list of computers due to be refreshed. Given that year’s budget resources and the refresh priority system above, the ITC office will provide the list and a plan of action to the CAHSS Computer Committee. The CAHSS Computer Committee will review the plan and make recommendations to the Dean and Council of Chairs. When budgets fall short of meeting scheduled refresh needs, those not served in a current budget year will be prioritized in the next budget cycle.
5. Asset Management – Surrender Old Systems

To receive a refresh computer the old computer must be surrendered to the ITC office. Old computers are CAHSS property and will be evaluated by the ITC for use or disposal. The ITC office will dispose of old monitors in compliance with State of California and EPA regulations.

6. Assignment of Rebuilt Computers

Rebuilt computers will not be assigned to labs, classrooms or students. However, departments may file a request with the CAHSS ITC office for a rebuilt computer to be used in the departmental office for visiting professors and student assistants. They may also be redeployed to FERPs in need. If an older system is already in use, the assignment of the rebuilt system will be conditional upon the same “surrender of old system” practice outlined above.

7. Inventory

To maintain appropriate positions in the refresh cycles, departments must notify the ITC of personnel and equipment adds, changes, deletes, or moves. It is the department’s responsibility to maintain an accurate inventory of all computer equipment in their department.

The ITC office maintains a comprehensive inventory list of computer CPUs in the college. The purpose of this inventory is to generate the refresh lists and keep track of work tickets. The ITC Office does not maintain lists of monitors, scanners, printers or other equipment. There is a form on the ITC website to facilitate updating staff, faculty and administrator information:

http://www.humboldt.edu/~cahssitc/requestform1.shtml

8. Software

The ITS-TII recommends that all Windows and Macintosh computers include the newest supported versions of Microsoft Office for basic productivity tools and the latest versions of Microsoft Internet Explorer/Outlook and Netscape Communicator. Microsoft software is site-licensed in accordance with current State of California contracts. The specific Microsoft software agreements are available at:
Standardizing software across both major personal computer platforms helps facilitate productivity, collaboration, and communication between CSU employees. For example, users are able to share word processing, spreadsheet, presentation, and other files by using standardized email attachments.

SECTION III. ACTION ITEMS

Annual Plan

A. Funding

Approximately $40,000 of the College budget must be encumbered each year to fund college-wide faculty, staff and administrator computer refresh as outlined in this document. CAHSS will continue the Refresh Plan in accordance with the Chancellor’s Office guidelines and the constraints of the college budget and ITC office staffing.

B. Ordering

PC and Mac computers will be ordered once a year in two groups with identical configurations to streamline distribution, purchasing, and ongoing technical support.

C. Distribution

An annual distribution schedule for new computers will be developed by the ITC Office in consultation with the Computer Committee, Department Chairs and the Dean. The most troublesome computers will be replaced first. The ITC technicians will distribute and install the equipment.