COLLEGE POLICY

Policy Title	IT Refresh

Policy number	6104
Date issued	11/17/2017
Responsible office(s)	Finance and Administration
Keywords	IT refresh; computer refresh; technology refresh; hardware cycle; hardware lifecycle; IT allocations

Policy purpose

Defines requirements for to manage the College's comprehensive technology refresh strategy to support students, faculty and staff.

Madison College's core business depends on these technologies; therefore, it is required that a consistent maintenance and upkeep of these tools be in place to deliver the College's services. This policy defines a standard cyclical investment of resources for technology to ensure the College can provide its services and maintain its operations.

Scope

Definitions

- **Refresh**
  means renewing all technology devices and standard productivity software already procured and used at the College. Refresh does not include the following:
  - the original purchase of any technology,
  - enterprise and academic software.

- **Current**
  does not mean "*Bleeding Edge*"; it means keeping technology working so that:
  - the work of the college is not hampered/diminished,
  - the support of the environment is not overbearing/unmanageable,
  - security and compliance issues do not pose a risk to the college.

- **Service delivery risk**
  means not being able to provide the educational and administrative services of the College with acceptable levels of quality. Also, it means mitigating, to a reasonable extent, regulatory, compliance or security risks for the College.

- **Front-end devices**
  include PCs, Laptops, Monitors, Printers, A/V Equipment. Tablets and mobile devices are not included.

- **Back-end devices**
  includes data center equipment, network equipment, servers, routers, switches, telephony, to support the operations of the College.

- **End of Life**
  means the product can no longer be purchased or supported through traditional channels.
    - Technology that is old, past industry-standard life expectancy, with diminished capabilities.
    - Technology where parts/components cannot be easily found in the marketplace, so we cannot fix some problems.
    - Technology that vendors are no longer supporting, hence, if we cannot fix problems, we have no one to help us.
    - Technology where software compatibility issues emerge when integrated into the overall environment (network, databases, other software, etc.). Also we may not be able to ensure security and compliance requirements.
    - Technology that requires excessive manpower/resource support to sustain. Staffing requirements and support increases with older equipment.

- **End of Support**
  means hardware and software has no security and feature support from the manufacturer.

- **Per person**
  refers to the individuals that the College assigns equipment and tools; such as faculty, staff, consultants, students, etc., based on existing programmatic policies and practices.

- **Single primary device per person** means that the Refresh Program will be budgeted to support at least one individual device per assigned person, across all the devices in the College, so that all functional areas of the College have at least one device to perform their work.
    - This statement does not mean that additional devices cannot be assigned to staff; however, these will need to be department decisions and funded out of department budgets.
    - If budget permits, refresh of additional devices need to go through the normal refresh inventory assessment process, but get scheduled for refresh after all planned primary devices for a given year have been completed.
    - Additional device purchases and refresh of any additional devices must still follow the standards set at the College or follow the defined exception process.
    - **Exception:** Labs and Classrooms have multiple devices covered by the Refresh Program used to provide instruction to students.
- **Labs**
  Common areas used for multiple purposes. Labs need to be flexible in their design and equipment installation. Portable units for use in community centers and prisons can be seen as a lab too.

- **Standardization**
  The College supports specific tiers/levels of makes and models of computers with certain basic software to allow diversity in technologies yet provide enough similarities that adequate support can be maintained. Standardization reduces resource needs and costs significantly through software packaging and patch management, bulk purchasing discounts and vendor agreements.

- **Standard productivity software**
  Software including: Microsoft Office Suite, Operating System, Browsers and other base tools. Madison College will support the current version of software implemented as standard and one prior supported revision; unless there are approved exceptions. (*see IT procurement web page for specific products included on systems*)

- **Non-standard** and **Mission-critical software**
  Any additional software installed on systems to support the academic/instructional and administrative functions of the College.

- **Industry standards and best practices**
  The common practices that other Colleges or private businesses follow to refresh their technology

devices. These practices constantly change with time. See the "Current Technology Refresh Period Standard" for the time periods that are currently used for refreshing devices at Madison College. The front-end refresh standards are defined by Technology Services (TS) and the College Refresh Committee. The back-end refresh standards are defined by the TS Enterprise Infrastructure Team. *Sources used for standards information: Gartner Research, Vendor Recommendations (e.g., Intel, Dell, HP), Typical Practices in Private Business as well as other Colleges (e.g., WTCS).*

- **Break-fix**
  Fixing problems or systems one at a time, as they break or do not work anymore. There is no planned replacement, retirement or cascading.

Policy

This policy defines what is required to implement/manage a comprehensive technology refresh approach for maintaining existing technology to support students, faculty and staff. Madison College's core business depends on these technologies; therefore, it is required that a consistent maintenance and upkeep of these tools be in place to deliver the College's services. This policy defines a standard cyclical investment of resources for technology to ensure the College can provide its services and maintain its operations.

Information Technology (IT) is a critical tool for conducting College business.

Madison College will setup an annual update process for technology and allocate the appropriate staff and funding/budget support to effectively manage the implementation of the Refresh Policy.

Madison College's Refresh program should address legitimate business and educational needs of entire college-community: students, faculty, staff and specialized equipment used at College.

Refresh program should stay current with technology in the market and mitigate risks of service delivery for the College, which includes, preventing the technology infrastructure from reaching its End of Life or End of Support.

Refresh program should follow industry standards and best practices in terms of type of asset, age of inventory, timeframe for replacement, etc.

While meeting the totality of the needs of the College, the Refresh program should be affordable to the College and should minimize support costs and maximize savings through standardization and bulk pricing opportunities and contracts.

Madison College's Refresh policy is intended to, at a minimum, support refresh of a single primary device per person, across all of the existing devices owned by the College, for people to perform their base work.

Once all of a year's planned primary devices have been refreshed, if budget permits, additional devices may be refreshed. If desired, departments could fund an additional device's refresh out of their department budgets using the established IT procurement standards and processes.

Madison College's Refresh policy addresses three broad categories of technologies:

1. "Front-end" devices

2. "Back-end" infrastructure/devices

3. "Standard Productivity" software

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- "Non-standard" and "Mission-critical" software also require a refresh; however, these are defined further in the "Software Management" Policy.

Exceptions to policies and standards need to comply with the established "*Device Purchase Justification Standard*".

Devices that do not go through this Refresh Policy definition will not be supported.

Going outside the framework of this policy can result in escalation to appropriate managers, the Vice President responsible for the functional area, the Provost, President/Cabinet.

Exceptions:

a. Currently, Madison College's **default environment** is PC/desktop based. Macs, Laptops and Mobile Devices are considered exceptions that need business justification, such as, high mobility usage and unique technical features and functionality.

b. **Newly created positions and their equipment** will be funded from department funds. These do not constitute "Refresh". After the initial purchase, the assets will be added to inventory and will, thereafter, fall under the Refresh Program. New purchases should follow the "Technology Hardware and Software Purchase" policy and standards.

c. **Lost, damaged or stolen items/devices** are not part of the normal Refresh process. These will be evaluated on a case-by-case basis to determine what funding source should be used to replenish them, such as, department budgets, College emergency funds, or insurance.

d. This refresh policy also extends to the **Madison College Foundation**, but *no other third-party entity*.

e. It will be the department's responsibility to purchase batteries, accessories, or **consumables, which are in addition** to those that are part of the base configuration standard.

Links to state/federal regulations

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Supporting documents

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Related policies

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