



COLLEGE POLICY GUIDELINES/PROCEDURES

POLICY NUMBER: 6104B
DATE: November 17, 2015
POLICY TYPE: Institutional Learning & Effectiveness
POLICY TITLE: IT Refresh Policy

GUIDELINES/PROCEDURES:

SHORT-TERM LIMITATIONS: The current refresh practices of replacing about 1/3 of the entire pool of assets will be followed for three (3) years until the College has caught up its inventory to industry standards. After this time period, this refresh policy will be reviewed and updated, taking into consideration new methods for performing Refresh, such as, leasing, Bring-Your-Own-Device options, and other options, which require significant environmental and infrastructure changes to implement and shift of costs from capital to operations.

ROLES & RESPONSIBILITIES:

Technology Services/Customer Service team is responsible for leading the operations administration of the Refresh program within acceptable timeframes to ensure input from user-community, planning and budgeting. Also, they are directly responsible for the Refresh of the “Front-end” devices for all common areas of the College, such as, Labs, Classrooms, Kiosks, etc. (Conference rooms belonging to a particular program/department will be refreshed as part of the assets of the program area or department.)

The **Refresh Committee** will act as the operational and administrative Governance body of the “Front-end” devices and “Standard Productivity” software Refresh program. They are responsible for evaluating the existing environment and its asset inventory information; setting an appropriate refresh cycle; defining the acceptable standards for devices and software; and communicating the refresh update plan and prices to the College at-large.

Interests for the **Refresh Committee**, minimally, has the following requirements:

- A **Charter** defines the Committee’s operating structure. The Charter will be reviewed by the IT Shared Governance Council. The Committee will ensure that there is college-wide **representation and communication** on the process of annual refreshes.
- The Committee will establish a set of **objective guidelines to determine the priority** of refresh of assets.
- The Committee will ensure the **appropriate due diligence/forecasting**, cost estimates, prices and standards are set prior to performing any annual refresh.
- The Committee will ensure that **equipment configurations definitions in common areas**, such as, Labs or Classrooms, are for maximum utilization of the environments.
- The Committee will ensure that the **administration of the Refresh program** will be efficient, inclusive and comprehensive, cost-effective and minimize operational support resources and needs.

Technology Services/Enterprise Infrastructure team is responsible for leading the administration and operations of the Refresh “Back-end” program and devices.

Budget is responsible to plan for the appropriate levels of annual funding to support a cyclical investment in both “Front-end” and “Back-end” technologies, while taking into consideration the overall context and total budgetary needs of the College. This includes: Receiving budgetary need data for Refresh from Technology Services to inform the budgetary allocation decisions. Updating historical budget allocations appropriately based on cost changes or due to new equipment/assets added to the College environment as a result of grants or other special projects, such as, facilities expansions. If funds are not available for defined needs, in sufficient amounts, due to an emergency or approved alternate uses of funds; in subsequent years, catch-up provisions should be planned. Regardless of funds available to conduct a refresh, serious consideration should be given to set aside funds for “Break-Fix” each year at approximately 20% of planned/needed refresh funds.

Caveat: It is understood that given the fiscal position and defined priorities of the College, Budget may be limited in fulfilling these responsibilities and the College accepts the risks.

All College personnel are expected to exercise care to **assure against theft and damage** of equipment provided to them. In situations where negligence or violations of this policy result in damage or loss of equipment, the cost for its repair or replacement may be the responsibility of the department or employee.

REFERENCES: Device Purchase Justification Standard. Current Technology Refresh Period Standard. Front-End Device Refresh Standard. Software Management Policy. Technology Hardware and Software Purchase Policy.

MODIFICATION: Modifications to this policy should be coordinated through the IT Shared Governance Council and the College’s Shared Governance process.