College Wide Technology & Capital Outlay Procedures

Computer Replacement Process
Revised: 04/06/2015

This procedure explains the computer replacement process for laptop and desktop computers.

All computers are replaced every four years upon request. The Ellucian fixed asset system tracks all asset locations and the replacement eligibility status. A computer may only be replaced once through this process.

Goals:

1. To provide technology intensive programs and student-access facilities.
2. To equip all classrooms with effective instructional delivery equipment.
3. To provide all faculty and staff access to an appropriate computer for their tasks.
4. To purchase computer equipment assuming a 4-year useful life.
5. To provide a forecasting tool for budgeting and acquiring future computers.
6. To provide a computer for every full-time employee.
7. To maintain technology standards in order to provide efficient support.
8. To ensure that all computers are in working order and meet the hardware and software standards.

Faculty/Staff Computers:

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<tr>
<th>Step</th>
<th>Procedure</th>
<th>Responsibility</th>
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| A. Publish Computer List      | 1. Generate report from Ellucian identifying all computers eligible to be replaced during the current fiscal year.  
                              | 2. Publish list to web.                                                   | IT Planning Coordinator         |
| B. Request Replacement        | 1. Visit appropriate computer replacement website and review list of computers.  
                              | 2. Submit online computer replacement request.                             | Computer User                   |
| C. Review Requests            | 1. Review request for completeness and accuracy.  
                              | 2. Resolve discrepancies and evaluate request for non-standard configuration.  
                              | 3. Update Condition flag to REP-Replaced on asset record in Ellucian.       | IT Planning Coordinator         |
| D. Order Computer             | 1. Submit requisition to Purchasing.  
                              | 2. Specify delivery contact and location.                                  | IT Planning Coordinator         |
|                              | 3. Submit purchase order to vendor.                                        | Buyer                           |
| F. Receive and Deliver Computer | 1. Computer received by Warehouse and delivered as directed.             | Warehouse Staff                 |
| G. Install Computer           | 1. Submit Help Desk Service Request to request technical assistance in transferring data and installing software. | Computer User/Technician        |
|                              | NOTE: Computer User should ensure all sensitive data is removed prior to disposing old computer. |                                 |
|                              | 2. Remove computer per request.                                            | Warehouse Staff                 |

Public-Access (Lab) Computers:

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<th>Procedure</th>
<th>Responsibility</th>
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</table>
| A. Publish Computer List      | 1. Generate report from Datatel identifying all computers eligible to be replaced during the current fiscal year.  
                              |                                                                               | IT Planning Coordinator         |
2. Publish list to web.

### B. Submit Replacement Request

1. Visit appropriate computer replacement website:
   - a. For Desktop Computers
   - b. For Laptop Computer
2. Review list of computers.
3. Submit a Multiple Computer Replacement Scheduling Request.

This form includes the following terms:
   a. List of computers to be replaced,
   b. Identification of any defects/damage to computer,
   c. Modifications to standard configuration,
   d. Disposition of existing computers, and
   e. Delivery of new computers.
4. Notify Budget Authority/Manager of request.

### C. Review Requests

1. Review request for completeness and accuracy.
2. Resolve discrepancies and evaluate request for non-standard configuration.
3. Provide delivery expectation to requestor.
4. Update Condition flag to REP-Replaced on asset record in Datatel.

### D. Schedule Asset Recovery

1. If computers to be picked up by outside vendor, relay scheduling request to vendor.
2. If computers to be transferred to Warehouse, submit Property Management—Move form to request Warehouse staff pick up old computer.

### E. Order Computers

1. Submit requisition to Purchasing.
2. Specify delivery method, contact and location.
3. Submit purchase order to vendor.

### F. Prepare for Disposal

1. Remove all sensitive data.
2. Remove all passwords.
3. Unplug all mouse, keyboard, monitor, electrical, security and other accessory cables.

### G. Computer Disposal

1. Gather and pack equipment.
2. Load and remove equipment from premises.

**NOTE:** Department must be on hand to escort vendor to ensure only the proper equipment is removed.

### G. Receive and Deliver Computers

**NOTE:** Items to be delivered as requested on the form submitted in Step B.

1. If delivered direct:
   a. Deliver to classroom on the day specified.
   b. Provide list of new computer asset numbers to IT Projects Coordinator

2. If delivered to Warehouse:
   a. Deliver as specified on Purchase Order.