MERCER UNIVERSITY

Policies and Procedures Manual
Department of Information Technology

SUBJECT:	**EFFECTIVE:**
Computer Equipment Service & Support Policy	**February 1, 2020**

Policy Highlights

Computer Purchasing
- IT approval required on all purchases
- [Pre-approved equipment](#)

Service & Support Fee for New Computer Purchases
- Apple: $125
- Dell: $80

Redeployment Fee
- $50/hour with 2-hour minimum

Laptop Equipment Lifecycle
- End of life at 4 years of age or older

Desktop Equipment Lifecycle
- Purchased prior to December 2019: End of life at 4 years of age or older
- Purchased after December 1, 2019: End of life at 5 years of age or older

Equipment Disposal
- Equipment must be returned to IT for redeployment, disposal, or donation

Purpose

The purpose of this policy is to establish procedures for use in the purchase, deployment, maintenance, and disposal of computer equipment. These resources play a vital role in the educational, administrative, and research missions of Mercer University. As a result, these policies and procedures are established to ensure that computer equipment is of high quality, will interoperate with existing computing resources, and can be supported by Information Technology. This policy supersedes the *Desktop Computer Serviceability and Redeployment* and the *Apple Service and Support Fee* policies.

Scope

This policy applies to both desktop and laptop systems. All systems purchased with Mercer financial resources are considered Mercer owned and covered by this policy regardless of where they are located.

Computer Purchasing

All computer purchases should follow the standard IT purchasing process, whereby IT staff approve, requisition and purchase all computing devices. To expedite the process, Mercer IT-approved hardware

configurations and prices are published on the Mercer Information Technology website, http://it.mercer.edu. If these standard configurations do not meet the computing needs of a particular faculty or staff person, a department can request that IT provide a custom quote with specifications that better match what is required.

Service and Support Fee for New Computer Purchases

Mercer's Information Technology department recognizes the need to provide our faculty and staff with technology options that best meet their needs while also ensuring the software installed on the computers have the latest security patches. To effectively deploy, manage, and support these devices, additional management software is administered by IT.

Apple: Mercer IT utilizes Jamf Pro software for the management of Apple devices. The purchase of Apple computers includes a service and support fee of $125.

Dell: Mercer IT utilizes Microsoft System Center Configuration Manager (SCCM) software for the management of Dell devices. The purchase of Dell computers includes a service and support fee of $80.

Deployment Process

Due to increased costs to service and support older computer equipment and to ensure that total deployed computing inventory best reflects mission needs, all new computer purchases must replace an existing system. Whenever a new computer is deployed, the department which purchased the system must return the replaced system to the Information Technology department for handling according to the Equipment Disposal section below. Two exceptions to this rule are: (1) the computer is for a new faculty or staff person in a new position or (2) the computer is for a new classroom or lab facility. Other requests for exceptions will be reviewed by Information Technology.

Redeployment Fee

If a department wishes to redeploy an old system (i.e., give a new system to one person and redeploy previous system to another person or purpose), a service charge of $50 per hour with a two-hour minimum will be incurred. This charge will be applied to each system which is redeployed. Systems that reach their end of life period as outlined below will not be redeployed.

Laptop Equipment Lifecycle

All laptop equipment which is four years of age or older is considered end of life and will not be supported or serviced by Information Technology. If a system over four-years old is replaced, it will not be redeployed. If a system over four-years old fails, it must be replaced. Accordingly, all laptops will be depreciated at 25% per year for four years.

Desktop Equipment Lifecycle

All desktop equipment is considered end-of-life based on the criteria outlined below.

Desktops Purchased prior to December 2019: All desktop equipment purchased prior to December 2019 is considered end-of-life at four years of age or older. If a system over four-years old is replaced, it will not be redeployed. Service and support for systems over four years old will incur a charge of $50 per hour with a one-hour minimum plus the cost of any necessary parts. Systems must meet minimum requirements to support Mercer's current standard IT tools and software. If a system over four-years old fails, it must be replaced. Accordingly, all desktop

computing equipment will be depreciated at 25% per year for four years. Exceptions to extend the end of life period to five years for these systems must be approved by the Executive Director of Client Support Services.

Desktops Purchased after December 1, 2019: All desktop equipment purchased after December 1, 2019 is considered end-of-life at five years of age or older. If a system over five-years old is replaced, it will not be redeployed. Service and support for systems over five years old will incur a charge of $50 per hour with a one-hour minimum plus the cost of any necessary parts. Systems must meet minimum requirements to support Mercer's current standard IT tools and software. If a system over five-years old fails, it must be replaced. Accordingly, all desktop computing equipment will be depreciated at 20% per year for five years.

Equipment Disposal
All equipment reaching end-of-life status must be returned to IT for decommission and will be either donated or recycled.

Donation: Functioning desktop equipment that is being removed from service may be donated (in the following order) to: (1) school-affiliated individuals; (2) non-profit educational institutions; (3) other non-profit organizations. All data and University-licensed or -owned software on donated computing equipment must be erased prior to donation in accordance with security policies established by the Information Technology department. The only media to be provided with donated computing equipment will be original operating system. **Absolutely no service or support will be provided by the University for equipment which has been donated to outside entities or to school-affiliated individuals for personal use.**

A college or department may request that a departing employee keep their computer, however, the following must occur:
- Their request must be sent to IT to evaluate a number of factors including the age of the computer. If they support the request, they then seek administrative approval from the CFO.
- If approved by both IT and the CFO, IT must complete a decommission process that includes, among other things, removing it from Mercer's inventory as well as removing all Mercer-licensed software and Mercer data.

Recycling: If the equipment is not serviceable or cannot be donated, it will be recycled. The University utilizes a bonded, insured, DOD/EPA certified vendor to ensure that all data is irrevocably destroyed and that the equipment is disposed of in accordance with all applicable local, state, and federal regulations.

Exclusions
Computers purchased under specific grant guidelines or restrictions will be considered exempt from the lifecycle and configuration portions of this policy. When a system is purchased outside of the guidelines provided in the Computer Purchasing section due to grant or other binding requirement, the following will apply:
- Service and support from the Information Technology Department for the computing resource is not guaranteed.
- Capability to properly perform the task associated with the computing resource is not guaranteed.
- Interoperability with existing University computing resources is not guaranteed.
- Systems purchased will be used to facilitate the purposes of the grant and may not be used to establish computer labs or teaching facilities for other purposes.