

SUL ROSS STATE UNIVERSITY

A Member of the Texas State University System

SRSU Policy: University Policy on Hardware Standards for Computing Equipment

SRSU Policy ID: APM 7.10

Policy Reviewed by: Chief Information Officer

Approval Authority: Executive Cabinet

Approval Date: 10-2-2018

Next Review Date: 10-1-2023

Policy Statement:

It is the policy of Sul Ross State University to ensure that its computing equipment is of the highest quality, availability, and reliability in order to support and fill institutional missions.

Policy Specifics:

All computing equipment, **regardless of the source of funding**, is subject to central oversight of the equipment in accordance with TSUS Policy Chapter III, paragraph 19.3 and APM 3.02, "IT Purchases."

Standardizing the purchase and support of university hardware affords the university the benefit of volume purchasing discounts, the equipment that meets industry standards and is not outdated, faster and easier maintenance and troubleshooting, proactive computer refreshes and improved inventory management.

Hardware Support Policy

The Office of Information Technology (OIT) will fully support hardware if it has a Sul Ross State University (SRSU) tag number, indicating it is owned by the university and meets the university's standards. To ensure equipment is adequately supported, OIT staff will develop expertise to provide a full range of support, to include maintenance, repair, training and contacting outside maintenance vendors when needed.

Equipment not owned by the university and not part of the inventory process is not routinely supported, although accommodations are considered on a case-by-case basis. If the equipment purchased by a department cannot be supported by OIT, it is recommended departments buy a maintenance contract for such items.

University Hardware Standards

Specific university hardware standards apply to all equipment purchased by the university as well as equipment purchased by a grant. Specific equipment standards are maintained on the OIT website.

Any deviation from these standards requires additional justification and approval from the Department Chair, Dean, Vice President and CIO (see approval request form below).

The recommended hardware standards will be changed as warranted and necessary and reflected on the website. Upgrades to the university standard models, in term of larger hard

SUL ROSS STATE UNIVERSITY

A Member of the Texas State University System

drives, additional memory, etc., may be acquired if funding is available in the requesting department's budget and the changes do not negatively affect the integrity of the hardware.

Equipment Purchased for Americans with Disabilities Act (ADA)

Equipment purchased to support faculty and staff with special requirements that fall under ADA, regardless of how specialized the equipment might be from the institutional standards, is exempt from needing additional justifications or approvals. The OIT staff will work closely with departments that have employees with ADA needs to ensure the device purchased meets the expectations of the user.

Specialized Equipment and Instrumentation for Labs

Equipment needed for specialized labs and/or instrumentation that require upgrades from the above recommended hardware standards will receive support from OIT for setup and installation, while working in conjunction with the manufacturer and assigned staff/ faculty member from SRSU. Specialized equipment that is used to drive scientific instruments and research, will receive best faith effort from OIT in delivering support.

Centralized purchasing

All procurement and purchasing of information technology equipment, including but not limited to computers, servers, printers, projectors, phones, document scanners, etc. shall be subject to review and approval by OIT in accordance with APM 3.02, Purchasing Policy. This improves customer service as OIT ensures equipment is in compliance with university standards, is setup properly, inventoried and refreshed as needed

All SRSU-owned computers are customarily refreshed on a 4-year lifecycle. Approved SRSU employees are assigned either a desktop or a laptop that is a part of this refresh schedule. This university assigned computer will be supported and managed by OIT staff. Machines older than 4 years of age that are still serviceable may be used for student, adjunct faculty and other needs if, in the estimation of OIT staff, it can be used without unnecessary maintenance, effort or risk to the institution. Machines older than 4 years of age that do not meet this requirement are salvaged.

The Office of Information Technology will review purchase of such computers and maintain all standard computing equipment on all SRSU campuses. There will be special cases where the campus standard may not be suitable. Our primary goal is to ensure that equipment purchased meets the requirements of the individual, department and campus in the most cost-effective way while making sure that purchased equipment is compatible with the campus network, and that OIT is able to deliver necessary customer service. Faculty and staff are welcome to call OIT to discuss their needs for software and hardware at any time. Please involve us at the early planning stage.

If a department has approval to purchase equipment out of their budgets, OIT provides consultative assistance to the department with needs analysis, vendor selection and equipment specification. The department will be responsible for initiating the purchase requisition.

SUL ROSS STATE UNIVERSITY

A Member of the Texas State University System

Delivery of New Equipment

When a new computer is purchased, the equipment is shipped to the receiving area of the appropriate campus and added to the database of university owned property. After the database entry, the equipment will be tagged and prepared for delivery to the requesting department by OIT. A staff member from OIT will contact the individual staff or faculty member to arrange delivery.

Disposal or Reassignment of OIT Supported Equipment, Inventory Controls

OIT staff must coordinate the transfer of all computer equipment to include desktop computers, servers, printers, projectors, phones, document scanners, etc., when it is slated for repurpose or disposal. This allows OIT to remove any physical media that must be destroyed in accordance with the Data Destruction Guideline on the OIT website and permits the university to track the disposition of the equipment. No equipment should be moved or transferred without approval from OIT and Accounting Services.

The sale, transfer, or disposal of old, obsolete, damaged, nonfunctional, or otherwise unneeded electronic devices and media pose information risks for the university. These risks are related primarily to the media contents that might be exposed, which can be sensitive or confidential information, licensed and non-transferable software, copyrighted intellectual property, or other protected information. Even supposedly deleted data can be retrieved through data recovery techniques. Therefore,

- When information technology resources are transferred within the institution, owners and users shall not repurpose or reassign any electronic device or electronic media contained within a device without first contacting OIT, who will fully sanitize the media using a tool sanctioned by the ISO (or the ISO's designee). Reformatting the media may not constitute a satisfactory sanitization process if the data classification is determined to be high enough.
- If the device is to be disposed of by Property and Inventory, OIT shall remove any nonvolatile storage BEFORE the device is transferred to Property and Inventory. OIT shall document the serial number of the non-volatile memory device, the Property Tag number of the original device and place the non-volatile storage into a secure location until it is destroyed through acceptable methods. Certificates of destruction will be kept on record by OIT for a minimum of 3 years after destruction of such devices.
- Under Texas Government Code §2054.130, state agencies and institutions of higher education are required to permanently remove data from data processing equipment before disposing of or otherwise transferring the equipment to an entity that is not a state agency or other agent of the state. Thus, before information technology resources are transferred to any agency outside the institution for disposal or reuse, owners and users shall contact OIT for media removal prior to transferring ownership or otherwise

SUL ROSS STATE UNIVERSITY

A Member of the Texas State University System

disposing of any magnetic media (e.g., hard disk drives, USB drives, backup tape cartridges, DVDs, CDs, etc.) or any devices containing such media (e.g., computers, PDAs and smart phones, printers, copiers, etc.). OIT will remove and destroy the media and based on data classification standards, maintain appropriate records of the action taken.

Proper equipment inventory procedures must be followed according to established policy (APM 3.05).

SUL ROSS STATE UNIVERSITY

A Member of the Texas State University System

Request for purchase and use of non-standard computing equipment.

By signing this agreement, I acknowledge to have read and understood the following terms and conditions for this purchase:

- I understand that this device, the associated peripherals (keyboards, printers, etc.) and, software are not part of the university standard;
- I understand that I may not receive support from OIT for setup, installation and troubleshooting of this equipment;
- I understand that I will need to setup the device on my own;
- I understand that I will need to directly work with the vendor/ manufacturer of the equipment to address any problems that may arise;
- I understand that OIT may provide only a good faith effort to support, which will not be given the highest priority;
- I understand that this computer is not part of the OIT computer refresh and will not be automatically replaced;
- I understand that I will need to justify the purchase of individual applications (apps) and/or software, and, further, if such applications/ software have been purchased without prior approval, I will not be reimbursed and will be held liable to pay the university in return;
- I have reviewed and agree to comply with the Appropriate Use of Information Technology Resource, APM 7.04;
- I will not store or process confidential information including but not limited to social security numbers and credit card data on this computer;
- For tablet purchases, I understand that tablet should not be purchased in lieu of an office computer.

1. _____ Requestor (Signature/ Date)

2. _____ Supervisor/Department Chair (Signature/ Date)

3. _____ Dean (Signature/ Date)

4. _____ Provost/Vice President (Signature/ Date)

5. _____ CIO (Signature/ Date)