4. Desktop/Laptop/Peripherals Replacement

Overview

Defines the mechanism through which the UAEU replaces its computers and peripherals.

Scope

Applies to all desktops, laptops, and peripherals owned by the UAEU.

Objective

Desktops, laptops and peripherals owned by UAEU are on a replacement cycle. Every year, UITS reviews and evaluates desktops, laptops and peripherals that need to be replaced to reflect technological developments and ongoing changes to UAEU business requirements.

Policy

The lifecycle of any desktop, laptop or peripherals in UAEU is a minimum of four years. Any desktop, laptop and peripherals within this lifecycle should not be replaced unless a business need can be proven or the equipment is deemed irrecoverably or frequently faulty. UITS is responsible to oversee the acquisition of any desktops, laptops and peripherals to be acquired by all Colleges and Departments.

	Information Technology Procedures Manual	Related Policy	IT-04
جامعة الإمارات العربية المتحدة United Arab Emirates University UAEU		Effective Date	01-02-2015
	Subject Desktop/Laptop/peripherals Replacement	Most Recent Review Date	15-Jan-2015
		Due Date for Next Review	01-Sep-2016
	Responsible Office: Chief Information Officer	Pages of these Procedures	**1** of **2**

Procedures of Policy No. (4) - Desktop/Laptop/peripherals Replacement

1. UITS reviews, reports and plans a cycle of replacement on an annual basis commencing with the start of the academic year, in consultation with the Colleges.

2. Requests for replacement outside of the regular replacement cycle should be forwarded to UITS in writing.

3. Evaluation of requests for replacement is based on the following criteria:
   a) Out of warranty
   b) New technology or business requirements
   c) Repetitive failures
   d) Budget availability.

4. Desktops must be purchased according to UITS-defined standard specifications relating to hardware for business (non-personal) use.

5. Non-UITS standard specifications may be followed where need is demonstrated and approved by the Deputy Vice Chancellor based on their area of responsibility.

6. UITS will not be responsible for any purchase that is not compatible with UITS specifications unless non-standard specifications have been approved in advance.

7. UITS will evaluate and consult various technology vendors in order to select the best fit of brand, model quality, price and reliability.

8. UITS will oversee the purchasing process, delivery, and distribution of desktops, laptops and peripherals.

9. All purchased desktops and laptops will be provided with pre-loaded images built to the specifications of Colleges and Departments and approved by UITS.

10. Replacement and receipt by the end user of desktops, laptops or peripherals must be documented.

11. All retired or replaced desktops, laptops and peripherals will be sent to UAEU storage facilities after proper cleanup.

12. General guideline

   a) The university recognizes that certain job functions require that an employee have access to mobile data. For this reason, the university may provide an iPad (or similar device) and service may be requested by employees whose official duties are such that the use of the device significantly enhances the performance of the official duties of that faculty or staff member. The university will not provide funding for any cellular voice/data plans associated with iPads.

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b) The individual user, or the user's department with approval, will be responsible for any charges related to acquisition of individual applications for the device. Applications may be purchased directly from the Apple App Store by the user or the user's department. If any applications are to be paid for with university funds, a justification of academic/business purpose must accompany the invoice receipt.

13. Criteria for Assignment of iPad Stipend
Simple convenience is not a criterion for receiving an iPad. Criteria to determine the need for an iPad are as follows:

a) The job function of the employee requires considerable time away from an assigned office or work area, and it is important to the university that the employee has access to university data.

b) The job function of the employee requires accessibility outside of scheduled or normal working hours.

c) Requests for purchases of iPad or similar device should be accompanied by rationale outlining the academic or business use of the device that demonstrates relevant need and institutional benefit.

d) iPads are not eligible to serve as replacements for faculty and staff standard computing equipment or as part of the centrally managed budget for technology lifecycle management. Not all job requirements can be accomplished with an iPad, so the university will continue to provide either a desktop or laptop computer.

e) Each request is evaluated on a case-by-case basis by the employee's direct supervisor and then approved by the vice chancellor or the Deputy Vice Chancellor based on their area of responsibility.

14. Reimbursement
   a) Reimbursement for personal purchases will not be approved.
   b) Reimbursement for monthly recurring charges will not be approved.

15. Support
Much like any other device, clients need to Contact the IT Help Desk. Apple Care is included when purchasing an iPad device. Hardware repairs are not handled on campus. If an iPad needs repair, it is sent directly to Apple to repair the device.

16. Redeployment Process
Once a department has received proper approval to redeploy a university-owned iPad to another individual within the department, the iPad must be returned to I.T., which will properly remove all data, set up a new security profile and deliver it to the new client. All university-owned iPads should have an SUID tag affixed to the back of the device.

17. Lost or Stolen Devices
iPads that are lost or stolen should be reported immediately to I.T. so that necessary steps can be taken to mitigate the risk of data loss.