

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Information Technology Policies Manual		Policy Number	IT-04
			Effective Date	12-Aug-2018
	Subject Desktop/Laptop/Peripherals Replacement and Maintenance		Most Recent Review Date	15-Apr-2018
			Due Date for Next Review	01-Sep-2021
	Responsible Office: Chief Information Officer		Page Number	1 of 1

4. Desktop/Laptop/Mobile device/ Peripherals Replacement and maintenance

Overview

Defines the mechanism through which the UAEU replaces and maintain its computers, mobile devices and peripherals.

Scope

Applies to all desktops, mobile devices and peripherals (such as printers, multifunction and scanners) owned by the UAEU. This policy does not apply to devices purchased through research grants.

Objective

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

Policy

1. The lifecycle of any desktop, laptop and peripherals in UAEU is a minimum of four years.
2. The lifecycle of tablet devices in UAEU is a minimum of three years.
3. The lifecycle of smartphone devices in UAEU is a minimum of two years.
4. Any desktop, mobile devices and peripherals within the lifecycle should not be replaced unless a business need can be proven or the equipment is deemed irrecoverably or frequently faulty. DoIT is responsible to oversee the acquisition of any desktops, mobile devices and peripherals to be acquired by all Colleges and Departments.
5. Each UAEU staff and faculty member must have only one computing device (Desktop or Laptop)
6. Under warranty Devices will be maintained through IT Help Desk. DoIT will take necessary actions with vendors accordingly.
7. Out of warranty Devices will be evaluated and maintained only in case of a valid business needs and DoIT approval.

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Procedures of Policy No. (4) - Desktop/Laptop/Mobile device/ Peripherals Replacement and maintenance

- (1) DoIT 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 DoIT in writing.
- (3) Evaluation of requests for are based on the following criteria:
 - a) Out of warranty
 - b) New technology or business requirements
 - c) Repetitive failures
 - d) Budget availability.
 - e) Item availability in stock will be preferred.
- (4) All end user devices must be purchased according to DoIT-defined standard specifications relating to hardware for business (non-personal) use.
- (5) Non-DoIT standard specifications may be followed where need is demonstrated and approved by DoIT.
- (6) DoIT will not be responsible for any purchase that is not compatible with DoIT specifications unless non-standard specifications have been approved in advance.
- (7) DoIT will evaluate and consult various technology vendors in order to select the best fit of brand, model quality, price and reliability.
- (8) DoIT will oversee the purchasing process, delivery, and distribution of desktops, mobile device and peripherals.
- (9) All purchased desktops, mobile devices and peripherals will be provided with pre-loaded images built to the specifications of Colleges and Departments and approved by DoIT.
- (10) Replacement and receipt by the end user of desktops, mobile devices or peripherals must be documented.
- (11) All retired desktops, mobile devices and peripherals will be sent to UAEU storage facilities after proper cleanup.
- (12) General guideline

The university recognizes that certain job functions require that an employee have access to mobile data. For this reason,

 - a) the university may provide tablet 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.
 - b) The university will not provide funding for any cellular voice/data plans associated with tablet.
 - c) For any tablet devices DoIT will be responsible for the acquisition of approved applications by college or department.

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(13) Criteria for Assignment of tablet Stipend

Simple convenience is not a criterion for receiving tablet. Criteria to determine the need for tablet 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 tablet 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) Tablets 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 tablet, 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 tablet device. Hardware repairs are not handled on campus. If tablet needs repair, it is sent directly to Apple to repair the device. Miss handled, broken or damaged devices will be repaired on user expenses.

(16) Redeployment Process

DoIT will redeploy good condition devices to any other individuals or departments, the devices must be returned to DoIT. which will remove all data, set up a new security profile and deliver it to the new client. All university-owned devices must have an SUID tag on it.

(17) Lost or Stolen Devices

Any devices that are lost or stolen should be reported immediately to IT helpdesk so that necessary steps can be taken to mitigate the risk of data loss.