

Technology Replacement and Upgrade Policy

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PURPOSE

Adequate computer and network hardware and software are essential to the delivery of instruction, student learning, research and creative activities, and to the efficient and effective management of the institution. Rapid changes in technology require that a well-managed university have a systematic plan for upgrading and replacing technology to ensure that it offers access to the most basic services.

This document defines Texas Wesleyan University's (TW) policy regarding the replacements of all TW-owned technology equipment at the end of its life cycle and upgrades of institution-wide software.

SCOPE

This Policy applies to all TW-owned workstations, laptop computers, desktop peripherals (printers, scanners, projectors, and interactive whiteboards), network hardware (servers, switches, routers, bridges, and other key network devices), cable plant and physical infrastructure, and the institution-wide software (Microsoft Operating System, Microsoft Office Suite, Ellucian Colleague UI, SPSS, and other site-licensed desktop applications) running on those devices.

ROLES AND RESPONSIBILITIES

Administration/Department Heads - Each department head is responsible for identifying any exceptions (earlier or delayed replacements/upgrades) necessary to ensure an employee can effectively perform his/her job duties. The senior manager/VP over the reporting line is responsible for reviewing and approving requested exceptions and divisional budgets.

Information Technology Infrastructure Services Department – This group is responsible for generating and monitoring inventories, budgeting for replacements and upgrades and executing equipment replacements and upgrades to institution-wide software according to the replacement cycle. This group also makes technical decisions on equipment and software standards and upgrades and replacements based on industry trends, software development cycles, costs and risks to systems stability.

POLICY STATEMENT

Texas Wesleyan University will maintain modern computer and network hardware and software capable of supporting its educational and business activities.

To accomplish this, technology hardware will be replaced and upgraded according to the schedule below.

Category	Description	Replacement Timeframe
High-performance Servers	This category encompasses all high-performance and high-use servers. These servers perform mission critical activities and/or provide access to critical services on a daily basis.	Fiscal year immediately after 3 rd year of use
Laptop Computers	This category encompasses all laptop systems and includes all associated docking stations and monitors as a single unit.	Fiscal year immediately after 4 th year of use
Workstation Computers	This category encompasses all desktop computer systems and includes the CPU and monitor as a single combined unit.	Fiscal year immediately after 5 th year of use
General Use Servers	This category encompasses all servers not classified as "high-performance". These servers provide mission-essential services and perform activities supporting the academic, service and business goals of the institution.	Fiscal year immediately after 5 th year of use
Network Hardware	Network hardware includes repeaters, routers, switches, bridges, access points and other communication devices.	Fiscal year immediately after 5 th year of use
Desktop Peripherals	Desktop peripherals include printers, scanners, projectors, and interactive whiteboards.	Fiscal year immediately after 7 th year of use
Cable Plant and Physical Infrastructure	The copper and fiber optic wires that connect data/information stations together and comprise the network infrastructure are the components identified in this last category.	Fiscal year immediately after 10 th year of use

If a hardware item is determined to be irreparable by IT or if the cost to repair exceeds the current market value of the item, the item may be replaced earlier than indicated in the table above with all costs for replacement covered by the University IT budget.

If a department elects to replace an item earlier than the identified replacement cycle, both the budget officer and VP over the reporting line must approve the request and the electing department assumes all costs for replacing the item.

Software Upgrades

Related to software, all University-owned systems should be running the current version of manufacturer-released software packages. If a university-owned system is found to be running an older version (current -1 or older) of any institution-wide software package (Microsoft Operating System, Microsoft Office Suite, Ellucian Colleague UI, SPSS, or other site-licensed desktop application), it will be upgraded to the most recent version over the next long break period (winter or summer).

Exceptions to this policy may be requested if strict adherence severely diminishes the ability of a program or department to deliver its curriculum or carry out its primary function.

Replacement Requirements

All replacements will adhere to a single standard for each equipment type. Departments must surrender a like device (computer, peripheral, etc.) for each device replaced. Departments may not repurpose existing devices to expand the number of technology devices supported. All enhancements to or changes from the standard resulting in a cost-higher than that of the standard will be charged to the requesting department's budget.

If a department keeps or maintains any special-purpose software or peripherals, they must be compatible with the new equipment and all institution-wide software packages. Otherwise, the department is required to purchase the software or peripheral upgrade.

RELATED DOCUMENTS

Exception Request Form