

Cayuga Office Computer Equipment and Software Provision/Replacement Scheme v1.30.12

In general, Cayuga IT will maintain IT equipment and software in offices via the following scheme:

Lab Rotation and Maintaining Existing Office Desktop Computers - Desktop computers obtained via the Student Technology Fee will generally be placed in computer labs with the goal of maintaining 3 year old or newer equipment for students. Cascaded systems from the labs will then be used to replace desktop systems in offices that are at the end of their hardware lifecycle. The goal for PC lifecycle aging is to replace a minimum of 20% of existing desktop computers every year, resulting in a 5 year lifecycle. Offices with requirements that cannot be fulfilled with cascaded systems (e.g. graphics manipulation, high power) should consult with Cayuga IT and place requests along with a required justification statement in their departmental budget as part of the normal budgetary cycle.

New Computer or Telephone Placements - New computer or telephone placements must be budgeted for in the requesting department budget via the current process defined by the Cayuga Vice President for Administrative Services and Treasurer's Office. The only exception would be for a newly-created employee position stationed in a physical space where no computer/telephone/printer or printer access previously existed. In those cases, Cayuga IT will provide a suitable computer/telephone/and printer or printer access. For those areas with an immediate need, Cayuga IT can attempt to fulfill the request with any available cascaded computer or spare equipment. If capable spare equipment is unavailable, Cayuga IT can specify and provide a quote for new equipment which can be paid for with available funds from a non-IT budget.

Monitors - Cayuga IT will repair or replace existing placements of standard office LCD monitors that have failed or are at the end of their lifecycle out of the IT budget. Large monitor sizes and dual monitors are not considered to be standard configurations, and if desired must be budgeted and paid for by the requesting department. Where a business case exists for new dual monitor configurations, the office can first check with Cayuga IT to see if a used one is available from the cache of spare monitors. If no spare monitor is available, Cayuga IT can specify and provide a quote to the requesting department for payment with funds from a non-IT budget.

Software - Every computer placed in an office by Cayuga IT will have a standard software suite loaded, including a recent version of Microsoft Office, Firefox browser, Acrobat reader, and the current virus prevention software. If additional software is required, Cayuga IT will attempt to fulfill requests with any available licenses currently owned. If additional licenses are necessary, the requesting department will need to place a budget request for the software to Cayuga IT for placement in the Cayuga IT budget as a part of the normal budgetary cycle. If the need is immediate, Cayuga IT can specify and provide a quote for the needed software to the requesting department for payment with existing funds from a non-IT budget.

Printers - In the interest of promoting a "green" campus and reducing costs, Cayuga IT is encouraging printing only when necessary and is moving toward a workgroup network laser printing scheme. Personal inkjet printers are responsible for the highest Total Cost of Ownership, and we are eliminating them whenever possible and replacing with high quality workgroup network laser printers that are much more cost effective. Some physical situations and confidentiality needs exist where workgroup network laser printers cannot satisfy the needs, but in all cases our goals are to minimize costs while meeting requirements with reasonable convenience.

Cayuga IT will maintain, repair, or replace existing workgroup network laser printers out of the IT budget that have failed or are at the end of their lifecycle. Offices that are interested in new workgroup network laser printer placements or who would like to replace their existing workgroup network laser printer with expanded capabilities will have to budget for the replacement in their departmental budget. If the need is immediate, Cayuga IT can specify and provide a quote to the requesting department for payment with existing funds from a non-IT budget.

***Note:** Cayuga IT will not support network connectivity, client use, or perform troubleshooting on any devices or software we do not approve prior to lease or purchase.