Figure 1 Loyola University Maryland Shield, 1852

TECHNOLOGY PROCUREMENT AND DISPOSAL POLICY

DIVISION WITH PRIMARY RESPONSIBILITY: Business and Finance
OFFICE FOR ENSURING COMPLIANCE: Technology Services
CONTACT OFFICE: Technology Services, ots@loyola.edu
EFFECTIVE DATE: April 4, 2017
REVISION HISTORY:
SCHEDULED FOR REVIEW: Annually

POLICY SUMMARY

This Technology Purchasing and Disposal Policy (Policy) sets forth the Loyola University process by which technology is purchased, supported, replaced, and disposed of, and clarifies the responsibility of the Technology Services and Loyola faculty, students, administrators, and staff in this process. This policy is designed to ensure that purchases are compatible with the Loyola computing environment and compliant with all laws, policies, and contracts. This Policy includes all technology purchased with University funds, including Faculty development funds and internal grants.

REASON FOR POLICY

The purpose of this Policy is to provide faculty, administrators, staff and non-employees with specific guidelines for University technology purchases. This policy is necessary to ensure the proper and prudent use of Loyola's resources through preferred vendor relationships that reduce overall costs.

All technology purchases, must be made through the Technology Services. This applies to all technology hardware and software purchased with University funds to conduct University business and academic activities. This ensures that all technology assets are properly tracked, educational volume discounts are leveraged, confidential University data is kept secure and in compliance with applicable laws, and that software is properly licensed. Technology asset tracking enables the University to allocate budget for the life-cycle replacement of equipment.

STATEMENT OF POLICY

A.   University Technology Purchases

Departments that wish to procure technology solutions such as new software, online services, or hardware that require use of the campus data network should consult the CIO in Technology Services in advance. Departments seeking new technology solutions will be required to submit their request to the Project Management Office. This request form can be found at:
http://www.loyola.edu/department/technologyservices/projects/submit.

Several factors must be considered to ensure University compliance requirements are met and unnecessary risk is not introduced to the computing environment such as:

- • accessibility and ADA requirements
- • anticipated use of restricted University data
- • use of the campus data network (Information Security Policy, Server Management Guidelines, bandwidth requirements, etc.).

In addition to departmental funds, full-time faculty can apply for a Technology Research Grant. The purpose of this grant is to provide faculty the opportunity to fund technology needed to support their ongoing research efforts. This request must be reviewed by Technology Services to ensure the technology requested meets University guidelines.

1.   Personal Computer Replacement Guidelines

All University funded personal computing equipment should be purchased, supported, and disposed of through Technology Services. All purchases must be made through Technology Services for these devices to be fully supported, configured to our data security and asset tracking standards, and receive volume purchasing discounts.

Technology Services will determine a standard configuration for each device category: http://www.loyola.edu/department/technology-services/services/hardware . Faculty may choose from any of the categories offered. Personal computing devices will be replaced based upon performance, not necessarily age of the unit. Staff and administrators whose position requires technology will receive a PC desktop or laptop depending upon their job duties. Because Apple units are more expensive to purchase, they will only be provided to staff and administrators who demonstrate a business need for an Apple unit. Examples are job type, special software needed to perform duties, etc.

If an employee requires a computer outside of the standard categories, Technology Services will work with the employee to identify and purchase an appropriate device. If the cost of the device is more than the per employee allocation, the department for whom the employee works will be responsible for the balance and must provide a department budget number to Technology Services for the additional cost before the equipment is ordered.

The University provides one desktop OR laptop per eligible faculty, staff or administrator, based upon job need. Any additional devices or equipment must be paid for with departmental funds and must be purchased through Technology Services. Faculty who require a second computer for research purposes are encouraged to seek internal or external grant funding.

All technology is the property of the University. Upon voluntary or involuntary termination of employment, all technology equipment must be returned to Technology Services.

If a computer has a hardware-related issue while under warranty (typically the first 3 years), it will be repaired. Loyola is an Apple-approved service provider for most warranty repairs, and works closely with approved vendors for Lenovo warranty repairs. If a computer fails after it is out of warranty, but before it is due for replacement, Technology Services will either repair or replace it with a used or a new unit. The decision to repair or replace will be the discretion of Technology Services and any repair costs will be covered by Technology Services. If a department- funded, non-primary computer

experiences a hardware failure and is out of warranty, the department will be responsible for the cost of repairs or replacement. Repairs or replacement must be handled through Technology Services.

    a. **Standard Personal Computer Configurations**

University standard personal computers options can be found at:
http://www.loyola.edu/department/technology-services/services/hardware

2. Tablets and Other Devices

Tablet purchases require approval of the divisional Vice President and must be purchased through Technology Services. Such devices must be funded by the department and a budget number provided before purchase. Loyola's supported tablet devices are listed in the standard configuration web site list above.

Departments are responsible for the cost of support for out-of-warranty tablets as well as tablets that are damaged due to abuse or neglect, including those covered by internal grant programs.

Any other technology-related peripherals over $100 must be purchased through Technology Services such as external hard drives, special keyboards or trackballs.

3. Monitors

Technology Services' standard-issue monitor is a 21.5" widescreen flat panel. If an employee requires a second monitor, his or her department must cover the cost. A monitor that meets the current standard specification will not be replaced during the replacement process defined above unless it has failed.

4. Non Full-Time Employee Workstations

Upon request, Technology Services will provide gently used PC desktop computers as workstations for work study students, temporary/contract employees, graduate student employees, and other non-full time staff at no cost to the department. Please note: these machines are not considered part of the standard technology replacement cycle but must be maintained and supported by Technology Services.

5. Office Phones

Each full-time employee will receive a VOIP desktop phone that integrates with the Microsoft Skype for Business communication system. For more information please visit:
http://www.loyola.edu/department/technologyservices/services/lync.aspx

6. Cell Phones

Loyola issues cell phones to employees based upon the following criteria:

- Safety requirements indicate that a cell phone or communication device is necessary for meeting job requirements.
- More than 50% of the employee's work is conducted off-campus.
- The employee is required to be contacted on a regular basis outside normal work hours.

Cell phones, accessories and bills will be paid by the individual department. University-issued cell phones are replaced only when the device stops working.

7. Printing

Loyola uses a managed print system, called Smart Print, which allows everyone in the campus community with a Loyola account to print from any computer on campus to any Konica Minolta multifunction device (copy/print/scan). For more information please visit; http://www.loyola.edu/department/technology-services/services/printing-copying. The printing cost is charged to the appropriate department (faculty, staff) or One Card account (student). University funds should not be used to purchase or support personal or networked printers outside of these multifunction devices. For special printing needs such as check or transcript printing, employees should submit an exception request to Technology Services. For more information, please visit: http://www.loyola.edu/department/technology-services/services/printing-copying/employees/smart-printing-exceptions

8. Digital Signage

All requests for University digital signs should be submitted to the Director of Campus Services. The request will be reviewed by the Digital Signage approval group which includes members from Academic Affairs, Student Development, Marketing and Communications, Event Services, Facilities and Technology Services.

9. Televisions

All requests for flat panel televisions in offices and/or common areas must be approved by a Vice President or Dean and then requested through Technology Services. Departments requesting televisions will be responsible for the cost.

B. Lost or Damaged Technology

Loyola employees are responsible for the technology issued to them. If a Loyola-issued device is lost or stolen, Technology Services and Campus Police must be notified immediately to assess and possibly report the loss of restricted university data, including personally identifiable information (PII). Please see the University's Information Security Policy for additional information. Technology Services reserves the right to require a department to pay for all or part of the replacement cost for computers that are damaged due to employee negligence.

C.   Technology Returns

Upon voluntary or involuntary separation from Loyola, any equipment issued to an employee must be returned to their supervisor on or before their last day of employment. Supervisors are responsible for retrieving any equipment and ensuring that any non-Loyola passwords (such as Apple ID's) are removed prior to the employee's departure.

When technology is upgraded, users must surrender the outdated equipment to Technology Services for proper disposal.

Disposal of returned technology will be handled by Technology Services in accordance with the Disposal of Supplies and Other Non-Capitalized Assets Policy.

D.   Technology Replacement Process

Technology Services will conduct an inventory of each department once a year to determine what computers are due for replacement based on the performance of the units. Technology Services will use a diagnostic tool to establish an acceptable baseline of performance for each computer and determine its upgrade eligibility. Criteria for performance includes, but is not limited to: usable storage capacity, processor speed, and memory capacity. Machines below the acceptable baseline are eligible for, but not guaranteed, replacement. Replacement will also depend on budget availability. Terms and conditions are subject to modification and at the discretion of the Chief Information Officer of Loyola.

Typically, non-academic departments, labs and classrooms are replaced during the summer months; faculty computers are replaced during the fall and spring semesters. Faculty will be contacted by email and asked for their preferred replacement option.

E.   Software

If software is needed beyond the current University offerings, departments can work with Technology Services to purchase software with departmental funds. All software must be purchased through Technology Services to ensure Loyola is maintaining applicable licenses and duplication does not occur.

SPECIAL SITUATIONS/EXCEPTIONS

Exceptions to this Policy require written approval by a Vice President, Dean or his/her designee.

DEFINITIONS

Technology – includes personal computing devices (desktop, laptop, and tablets), software, peripherals, printers, servers, storage, and service and/or support contracts.

CROSS-REFERENCED POLICIES AND PROCEDURES

- Disposal of Supplies and Other Non-capitalized Assets
- Information Security Policy
- Faculty Technology Grant