



Last Approved: N/A
Next Review: *3 years after approval*
Owner: *Timothy Murphy*
Document Area: *Vice President for Information Technology*
References:
Applicability: *Saint Louis University Campus Wide*

Employee Computer Refresh Policy

Responsible University Official: Vice President, ITS Chief Information Officer – Kyle Collins

Policy Owner: Assistant Vice President, ITS End User Services – Tim Murphy

Policy Contact: Director, ITS End User Services – Cid Cardoz

1.0 Reason for Policy

The purpose of this policy is to provide a centralized and coordinated computer hardware purchasing and refresh process for Saint Louis University that:

- Will allow the university to maintain appropriate chain of custody
- Will maintain an acceptable level of performance and security for university owned computer assets
- Will predetermine refresh cycles for university computers to simplify budgeting
- Will increase university buying power for computers
- Will reduce overall support costs and improve system dependability and security

2.0 Policy Statement

Issues related to this policy should be escalated to the ITS Policy Owner and Contact for review.

2.1 Computers for full time (FTE) faculty and staff

- All university owned computers (PCs, laptops – PC & Mac) for full time faculty and staff.
- All university owned computers that are part of this program will be refreshed every four (4) years. Each device will also include a four (4) year warranty for hardware service.
- All university owned devices will be managed by the university to ensure a secure computing environment.
- All university owned devices assigned to faculty or staff covered by this refresh program will be retired at

the time the employee's primary device is refreshed.

- Business units and the university will split the cost of this program 50/50, with funding occurring during the normal fiscal year budgeting process. The yearly cost will be determined prior to the budgeting cycle by the President, CFO and CIO annually during the budgeting cycle. Any potential additional costs to the program will be presented by ITS to the President, CFO, Provost and CIO for a decision.
- Departments will have the ability to provide departmental device standards to ITS to implement standards for their area. For example, if a department wants to issue PCs only for specific roles within their department, this can be accounted for. ITS will work with Business Managers each year for device refresh planning for their areas.
- Devices for new full-time employees will be funded by the computer device refresh program. New employees hired to replace an existing position will receive a refreshed device that has been returned to inventory by the previous employee. ITS will provide best effort for device selection in these cases but may not be able to meet this expectation if the returned device is not the same as the device selected by the new employee.
- Additional devices or peripherals needed outside the computer refresh program will be purchased through the centralized ITS processes and funded by the department.
- University owned devices such as tablets, monitors, and/or peripherals are not included in the refresh policy but are available for purchase through the ITS centralized purchasing process. These devices will be funded by the requesting department.

2.2 Other University owned computers

- Departments using their own funding to purchase computers for other purposes will coordinate purchasing of these devices through the standard ITS centralized purchasing process.
- All University owned computers that fall into this category will be refreshed using departmental funding at maximum every five (5) years.

3.0 Scope

This policy applies to all operating units of Saint Louis University and Saint Louis University-Madrid, including all faculty, staff, students, volunteers, and other workforce members not otherwise identified.

4.0 Procedures

- Current hardware packages offered through the Employee Computer Refresh policy. (Insert link to new process)
- Purchasing process for new university employees. (Insert link to new process)
- In the event of a hardware failure, employees should contact the ITS Service Desk to initiate the process for warranty service. Best effort will be made by ITS to provide a loaner device if needed.
- In the event of hardware failure due to events not covered by the manufacturer warranty, the department may be responsible for the cost of the repair or replacement. Please contact the ITS Service Desk at

314.977.4000 to initiate your repair or replacement.

- In the event of loss or theft, the department may be responsible for the replacement cost. The department or employee should immediately report incidents of theft to the Department of Public Safety (DPS) at 314.977.3000. After filing an incident report with DPS, please contact ITS for a replacement device by completing the following service request form. (Insert link to new process)
- To control the refresh program costs and minimize disruption to the university operations, only a portion (approximately 25%) of the computer inventory will be refreshed each year. Equipment will be replaced based on the age and any programmatic needs defined by university leadership.
- If an asset needs to be transferred to a different employee or department, the Business Manager is required to complete an asset transfer request to ensure appropriate chain of custody, security, and compliance. (Insert link to process)
- All computers will be shipped to ITS for appropriate imaging, configuration and asset tagging for inventory control. Standard software, security and antivirus protection will be applied prior to delivery to the department.

Refresh Program

- Each fiscal year, ITS will identify 25% of computer assets to be replaced. ITS will work with the Business Manager to determine device selection and the overall schedule for replacement.

Annual Inventory Requirement

- ITS will initiate an annual inventory review with each department. ITS will provide a report of all PCs and laptops assigned to the department along with any anomalies noticed. ITS will work with the department Business Manager to ensure that the annual inventory is correct.

Acquisition of Assets

- Acquisition of IT assets must follow the procurement and requisition processes managed by Business and Finance. ([2.11S \(a\) Classification of Asset Enterprise Standard](#))

Disposal of Computers

- ITS shall track the chain of custody through the asset life cycle from procurement through asset disposal to maintain an adequate audit trail. ([2.11S \(a\) Classification of Asset Enterprise Standard](#))
- ITS will initiate the appropriate disposal of all computer equipment during the refresh process adhering to [2.11S \(a\) SOP03 Technology Asset Disposal](#).

Non-Standard Hardware Purchases

- To support the university's advancement of innovation, departments wishing to purchase non-standard computer hardware should complete a Computer Refresh Policy Exemption Request. ITS will review the request to identify possible synergies with other products in use at the university. If approved, the hardware will be purchased through the ITS team. Purchases of this type should be minimized as much as reasonably possible to limit the number of devices supported beyond the standard refresh options. (Insert link to new process)
- If the non-standard computer is the primary computing device for a full-time staff or faculty member (part of the centrally funded refresh program), the department will be charged the difference between the non-standard hardware purchased and the average cost of the standard device packages.
- If the computer is a shared or secondary device (not part of the centrally funded refresh program), the department will be responsible for the full funding.
- Non-standard computers will be shipped to ITS for appropriate imaging, configuration and asset tagging for inventory control. Standard software, security and antivirus protection will be applied prior to delivery to the department.

- Any device that jeopardizes the security or performance of the university network can be isolated or removed from the network immediately.

5.0 Sanctions

Individuals who fail to comply with this policy and the procedures associated with it may be subject to disciplinary actions guided by the University's *Staff Performance Management Policy*, *SLU Faculty Manual (St. Louis Campus)*, or *Student Handbook*. Non-compliance with this policy may result in disciplinary action, up to and including separation from the University

6.0 Responsibilities

This section will delineate the roles related to the policy and provide responsibilities for each of the parties listed under.

Role	Responsibilities
University Workforce	<ul style="list-style-type: none"> • Follow requirements and procedures outlined in this document
ITS End User Services	<ul style="list-style-type: none"> • Lead the operations of the computer refresh program • Meet acceptable timelines for computer delivery • Adhere to Standard Operating Procedures for Technology Asset Procurement, Management and Disposal
Department Business Manager	<ul style="list-style-type: none"> • Partner with ITS for management and selection of devices related to this policy • Complete standard forms as necessary for asset disposal or transfer • Perform annual inventory review
Policy Contact	<ul style="list-style-type: none"> • Ensure appropriate service requests are available to support the Employee Computer Refresh Policy
Policy Owner	<ul style="list-style-type: none"> • Review document for accuracy • Ensure document reflects the objectives of the organizational unit • Ensure documents do not conflict with established policies • Share document with ITS senior leadership
Responsible University Official	<ul style="list-style-type: none"> • Provide oversight • Address any concerns related to policy

7.0 References

University Policies Including But Not Limited To:

[*Americans with Disabilities Act \(ADA\) Policy*](#)

[*Non-Retaliation Policy*](#)

[*Reporting Concerns of Misconduct Policy*](#)

Staff Performance Management Policy

University Resources Including But Not Limited To:

[2.11S \(a\) Classification of Asset Enterprise Standard](#)

[2.11S \(a\) SOP01 Technology Asset Procurement](#)

[2.11S \(a\) SOP02 Technology Asset Management](#)

[2.11S \(a\) SOP03 Technology Asset Disposal](#)

[SLU Faculty Manual \(St. Louis Campus\)](#)

[Student Handbook](#)

8.0 Definitions

[Information Technology Definitions](#)

9.0 Revision History

Version	Date	Description of Changes	Author/ Editor	Approved By
1.0 (Draft)	08/30/2022	Creation of Policy	Tim Murphy/Cid Cardoz	

- Minor revisions should be indicated by changing the minor number (i.e., 1.3 to 1.4 would indicate a minor revision). Minor revisions include, but are not limited to, changes in verbiage or minor procedure changes that do not require the standard to be rerouted through the approval process.
- Major revisions should be indicated by changing the major number (i.e., 1.4 to 2.0 would indicate a major revision). Major revisions include significant content changes that require the standard to be rerouted through the approval process.

Attachments

No Attachments

Approval Signatures

Approver	Date
Michael Reeves	pending
Timothy Murphy	4/10/2023
Michael Reeves	4/5/2023

Applicability

SLUCare, Saint Louis University

COPY