

Eastern Mennonite University

TECHNOLOGY RESOURCE ALLOCATION POLICY

Purpose

The purpose of this policy is to identify the principles and processes used to determine how computer resources for technology are allocated to meet the needs of the Eastern Mennonite University community.

Policy Statement

Resources and Services Provided

The institution provides the following resources to students, faculty, and staff:

1. A campus network with wired and some wireless access to the Internet and network connections in all classrooms, meeting rooms, offices, and residence hall rooms.
2. Desktop computers for all faculty (half-time or more) and for most staff with access available to all part-time/adjunct faculty and staff.
3. Printers located in common areas for departmental printing.
4. Copiers located in common areas for departmental copying.
5. Several public student computer laboratories and many small departmental labs.
6. Mounted LCD multimedia projection systems in multiple classrooms.
7. Several specialized technology classrooms with computers for each student.
8. An integrated, web-accessible library information system.
9. An integrated administrative computer system.
10. A telecommunications system with voicemail.
11. A networked facilities scheduling system.
12. A web based course management system.
13. A web interface to the administrative computer system.
14. A copier system which allows persons to charge copies to their account.
15. User support through IS technical staff, work-study students, and a Director of Instructional Technology.

Services provided include access to appropriate electronic systems of the institution, access to network storage and backup, information exchange or sharing of files, printing, and backup of files. E-mail accounts are provided for all faculty (including retirees if requested), staff, and students. Non-returning students or graduates may request continuation of their e-mail accounts for a transition period of 12 months. Non-returning faculty or staff should contact Human Resources about email options. E-mail accounts provided to retirees are considered guest accounts with the option to receive, but not send, institutional broadcast messages.

Desktop Computers

Desktop support is provided for Windows and Macintosh platforms. The Windows platform is provided for administrators and staff, except for graphic designers who use Macintosh. All new faculty will receive the Windows platform unless a Macintosh is needed for the particular discipline or there is strong preference for a Macintosh. In cases where departmental faculty primarily use Macintosh, choice of platform for support staff will be up to the discretion of the Director of Information Systems in consultation with the department.

Standard audio resources for desktop computers will include a sound card (or its equivalent) but not speakers. Speakers will be provided to any faculty/staff for a small fee charged to the department. Speakers are not provided for computers in computer labs (public or departmental). Headphones may be used with any computer but will not be supplied by Information Systems.

Resource limitations make it impossible to guarantee provision of a computer for faculty on sabbatical.

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A computer may be provided if available (e.g. a retired computer is available or the sabbatical faculty's computer is not needed for replacement faculty). Faculty whose primary computer is a laptop may continue to use that on sabbatical.

Laptop Computers

Laptops may be useful for persons whose jobs require regular travel. Departments that require their employees to use a laptop as their primary computer will be required to fund the "upcharge." This will be the amount that is over and above the cost of a standard Windows desktop computer. There may be an additional charge for software.

Laptops that are shared in a department will be funded entirely by the department. The department will also need to fund all upgrades/replacements for these shared laptops. Information Systems may have laptop computers available with a pro-rated cost.

Work-Study/Shared Computers

Low end computers and monitors will be made available to departments for use as work-study/shared computers. If the department requires a more powerful computer, they will need to fund the full cost and any replacement.

Departmental Equipment

All university computers are maintained in a central inventory. Computers that are an integral part of a piece of scientific equipment, or are used primarily for research purposes, are not generally part of the replacement plan. Replacement of such equipment is funded by the department. All departmental equipment is labeled and part of the inventory database. As equipment is shifted/cascaded, the department that funded the equipment will be given first priority; however, Information Systems may use such equipment anywhere on campus.

Grant-Funded Equipment

Individuals pursuing grants for computing equipment should discuss their plans with the Director of Information Systems or User Services Manager as part of their budgeting process. Computing equipment that is acquired under grants will enter the inventory. Any upgrade will be funded by the grant or the department.

Faculty members teaching in various special curricular programs are, under certain conditions, awarded research or startup funds. Some faculty members may have research or discretionary funds available to them when they hold endowed chair positions. When these special funds are used to buy additional computers and printers, this equipment will belong to the university. Such equipment must be ordered through the University purchasing process and will not normally be upgraded or replaced by the university, except through further use of these special funds.

Loaner Equipment

Employees may borrow laptop computers for uses related to university business. Both Macintosh and Windows laptops are available. Laptop reservations and checkouts are handled through Learning Resources. Information Systems is committed to providing Learning Resources with laptops in a reasonable working condition. Student clubs may borrow laptops from Learning Resources when requested by an Advisor; however, the laptop must be checked out personally by the club advisor who becomes responsible for the laptop while on loan to the club. Borrowers will be responsible for loss or damages of the laptop up to a maximum of \$200 which will be charged to either the employee or the department, depending on the circumstances.

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Standardized Peripherals

Information Systems supplies to each user a monitor, keyboard and mouse. Standardized models and features have been established to simplify support issues. If a department needs or wants a different model or feature that is not a part of the standard, the full purchase cost will need to be funded by the department. These peripherals must be purchased in consultation with Information Systems to ensure compatibility with EMU systems.

Printers

Networked printers are provided in central locations wherever possible. In most cases this means a personal printer is not provided or supported. The latter are provided only in a few cases where personnel are located far from a centralized location (per decision of the Director of Information Systems). Info Systems is responsible for printer replacements, including working with departments on functionality needs and cascading when appropriate.

Color printers are considered a specialty resource. If there is a demonstrated need for access to color printing resources, it will be the responsibility of the department making the request to fund all aspects of acquiring and maintaining the color printing resource (i.e. printer procurement, consumable supplies and printer replacement). Networked color printers will typically be installed as a supplemental printer to the primary networked black ink printing resource provided by Information Systems. Because the cost of toner and/or ink for color printing is substantial, it is important that color printers be installed in locations where usage can be easily controlled or monitored. Color printers with unrestricted access will not be installed in computer labs.

Costs for all networked, laser, black printers and copiers are the responsibility of Information Systems. For these devices, departments will be charged per page on a monthly basis. Costs for all other printers are the responsibility of the department. Information Systems is responsible for consumable supplies in the public computer labs(see computer lab definitions at <http://www.emu.edu/is/info/lab>).

PDA's

Personal Digital Assistant (PDA) devices are funded by either the department or the employee. Persons considering a PDA should contact Information Systems to determine the best device for their needs. PDA's purchased with the assistance of Information Systems will receive more support than those purchased without assistance including adding the PDA to the inventory database and assisting with hardware/warranty support. Information Systems will provide support for PDA devices according to the protocols outlined in the following statements:

Caveats:

- Palm based PDA's are supported provided they can be configured to use Oracle Connector.
- Pocket Mirror conduit software may also be required which would need to be funded by the individual or department.
- Pocket PC PDA's are supported provided they can integrate with Outlook 2003.
- Blackberry devices are not supported.
- Users should check with Information Systems before purchasing a Smart Phone to determine if it is supported.

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Information System's Responsibilities:

- PDAs are prone to periodic synchronization errors which can be very time consuming to resolve. Information System will try to assist with diagnosing these problems; however, the individual may need to manually work through Outlook entries to determine which records are causing the problem or deleting duplicate entries. While diagnosing, the problem it may be necessary to overwrite either the PDA database or the Outlook database; either one could result in the loss of data.
- Information Systems will try to provide a timely response to PDA issues; however, this may not always be possible.

User's Responsibilities:

- Synchronize regularly.
- Contact Information Systems if a synchronization error cannot be resolved.
- Do not store confidential information on your PDA.
- If more than 30 minutes is required to resolve a PDA issue, the user will be charged \$35/hour with a minimum charge of \$35.
- Sign a document provided by the Helpdesk that lists the statements above outlining the Information Systems support protocols for PDA devices.

Departmental Projectors

Any department that desires to have a projector available on a permanent basis will need to fund the purchase and arrange for Information systems to procure it. The projector will be labeled and entered in the inventory database. It will be considered similar to departmental equipment (see section on Departmental Equipment).

Copiers

Copiers are provided in central locations and departments. Information Systems is responsible for copier procurement, maintenance, and supplies. Departments and individuals will be charged for all copier usage. Copiers may be cascaded on campus if usage metrics determine that copiers are being over/under utilized. Departments that continually under utilize their copier may be subject to a monthly fee to cover the lease cost of the copier.

Telephone

Information Systems will provide a telephone, dedicated extension, and voicemail for all EMU employees upon request. There will be a monthly chargeback to the department for all extensions/phone lines assigned to the department. Information Systems has a conference speaker phone available for use upon request.

Cell Phones

Information Systems has a cell phone available for departments/individuals to check out for short term usage. All roaming fees and a usage fee will be charged to the department/individual. Information Systems does not provide cell phones to individuals for long term usage.

Fax Machines

All fax machines are funded by the department. Information Systems will provide dial tone and basic support. The department will be charged a monthly fee for the dial tone.

Software

The InfoSys department provides three(3) different levels of support for four (4) categories of software as outlined in the following table:

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SOFTWARE CATEGORY	SUPPORT TYPE	SUPPORT DESCRIPTION	FUNDING SOURCE	UPGRADE DETERMINED BY	LICENSING
<i>Infrastructure:</i> Programs needed for each University-owned computer or used by InfoSys to maintain systems.	FULL	Includes installation, orientation for new users and assistance with operational problems.	Information Systems	Information Systems	Site licensing or internal license management
<i>Special Shared Software:</i> Programs typically installed on every University-owned desktop computer because of a site license. (i.e. EndNote: site license, shared)	LIMITED	Limited to installation and assistance with run-time errors.	As designated.	Information Systems	Site licenses
<i>Subscription Software:</i> Programs used for a special purpose by a limited number of users across multiple departments. Departments are required to upgrade when new software versions are available. (i.e. Museum: annual maintenance fee; Adobe, Dreamweaver: Revision control by Info Sys)	LIMITED	Limited to installation and assistance with run-time errors.	Individual Departments	Information Systems	Individual per user licenses
<i>Hosted Software:</i> Programs needed exclusively by individual departments.	HOST	Installation only.	Individual Departments	Information Systems	Individual and multi-use licenses

Software Metering: ZENworks will be used to maintain a limited number of licenses for software used by many people.

Supported Software: Software supported by IS at EMU is listed on the IS website (www.emu.edu/is). Software for each image for each computer laboratory is also listed on the website. In order to add new software to EMU’s list of approved software persons must submit an application form to IS.

Personal Software: If users install software not on the list of supported software (i.e. “personal software”), they are responsible to ensure that it causes no harm to the network or university servers and are entirely responsible for its support. If IS is required to reinstall Universal, Special or Hosted Software on a computer *more than once* because of use of personal software, a special “charge back” to the individual will be made. If “personal software” is installed on EMU owned hardware, the user must be prepared to provide Information Systems with proof of purchase and proper license documentation upon request.

Software Training: Training by IS staff for software is limited to “Universal Software” and then only for general “orientation” to the software. Additional assistance for application software is outlined on the website and may include finding user experts on campus, checking listings of Frequently Asked Questions (FAQs), searching software vendors’ Knowledge Bases, and acquiring off-campus training.

License Procurement: Licenses for software must be kept up to date. The Information Systems Department purchases licenses for all EMU approved software installed on EMU computers regardless of funding source. EMU owned licenses may not be installed on computer hardware that is not owned by EMU.

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Computer Maintenance and Operational Procedures: Users are responsible to keep their computers free from programs that consume unreasonable resources or otherwise slow the computer performance. If Information Systems is required to re-image a computer more than once because of Spyware/Malware infestations, a charge back to the individual will be made.

Replacement Cycle

With rapid technological advances, regular replacement of technology is essential. For desktop computers the goal is a four-year replacement cycle. In many cases the newest machines are placed in locations that require the highest functionality, and some cascading of older machines may result. Regular reviews are performed to determine other replacement and upgrade needs.

An inventory of desktop and other technology equipment and software is maintained to permit evaluation of existing equipment and identification of priority needs. The oldest, least functional desktop machines are retired annually.

Special Needs

Occasionally university employees may require special accommodations for their computers due to health concerns or limitations. The university will provide suitable technology equipment accommodations as may be required by the user to adequately perform their tasks as defined in their written job description. Funding for such special accommodations will be provided through the budget processes that would have otherwise made available the standard technology provided to the user. If special equipment is required due to medical conditions, the employee may be requested to provide a doctor's note for documentation of the circumstances before the equipment is purchased.

Adoption of New Technology

Technology is continually evolving. As new technologies emerge, Information Systems evaluates how and when to make it standard for all users. Until the technology is adopted as standard, any department requiring the new technology will be funded by the department. The technology will be marked with a sticker indicating that this was purchased with special funds. As equipment is shifted/cascaded, the department that funded the equipment will be given first priority in using the equipment. All technology will be part of Information System's inventory and may be used anywhere on campus.

Financial Processes

Technology at EMU is financed through the usual budgeting processes. Students pay fees for network services and computer access for personal computers they bring to campus and wish to connect to the EMU network.

Information Systems maintains an up-to-date database of all technology equipment owned by the university. An attempt is made to anticipate as many purchases as possible in the budget planning stage. Near the start of the second semester, division heads ask departments to identify and submit technology requests for replacements or newly identified needs. If supported by the division head, these are then turned over to the Information Systems Department for compilation and comparison to needs identified through inventory review. The IS Department then submits a review of needed equipment to ISPC, which makes a recommendation to the Cabinet for the annual capital budget. The IS Department pays particular attention to equipment needs that cross departments, e.g. classroom equipment.

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Computer technology items (includes all hardware and all software installed on EMU owned computers) purchased by the institution are to be requested, approved, and purchased through the centralized process, regardless of the source of funds. This ensures compatibility, monitoring of inventory, compliance with licensing, cost efficiency and to provide assistance with warranty issues. All technology purchased with Information Systems assistance will be labeled and included in the inventory database. Support for any technology resource procured without the assistance of Information Systems is at the discretion of the Director of Information Systems. The department maybe charged an hourly rate for this support.

In purchasing equipment, the IS Department considers total cost of ownership. To keep this cost lower, the department purchases desktop equipment from industry-recognized vendors. Cost, functionality, life-span, and overall quality are balanced in selecting appropriate equipment.

Responsible Party

Responsibility for this policy lies with the Provost. Policy implementation is the responsibility of the Director of Information Systems.

Policy Review

This policy is to be reviewed annually by the Information Systems Planning Committee.

Policy Distribution

1. Faculty/Staff Handbook

Revised by ISPC
April 17, 2008

Approved by President's Cabinet
May 21, 2001