

# Canada College Technology Refresh Process

## Background

Fiscal Year 2019-2020 was the final year the college could have received funding from the District for annual information technology refresh needs. Previously, Cañada College has relied on District funding to continue our college efforts to keep information technology current. As a result, the technology refresh policy described in this document is conditional and contingent upon available funding and recommendations from ITS.

## Administrative Policy Statement

Cañada College is committed to managing its technology resources in alignment with the College's Mission, and in a manner which is organized, intentional and cost-effective.

## Overview

The purpose of this policy is to help address the technology life-cycle maintenance needs of the College in a systematic, predictable and cost-effective manner. Also, we want to keep in mind that all users are unique, so a clear set of criteria will be in place to set the standards required to replace and/or refresh equipment.

## ITS Annual Inventory Report

Each year, ITS will ensure that an accurate inventory of all computer systems within each Department of the College has been conducted. In documenting a computer, the following should also be noted:

1. type of the CPU,
2. additional resources allocated to a user (printers, dual monitors, docking station, etc.)
3. age of the device(s), and
4. warranty information.

The ITS Annual Inventory is updated at least once each academic year by April.

## Types of Technology

Below are the main types of technology that are included in the Canada College Technology Refresh Process.

### Academic Computer Labs

Computer labs will be categorized into two tiers: Type A Labs and Type B Labs. Each tier will be tied to instructional content requirements based on specialized equipment specifications

needed to run discipline-specific software. ITS will draft a recommended lab refresh cycle contingent on funding.

### **Type A Labs**

Type A Labs run discipline-specific software that requires moderate to higher-end hardware. These labs may be on a 4-5 year refresh cycle and evaluated appropriately to determine whether a refresh should be initiated.

### **Type B Labs**

Type B Labs run basic to low-level applications and non-discipline specific software or hardware. Replacement evaluation for these labs may be on a 4-6 year refresh cycle.

## **Standard Office Technology**

Standard Office Technology includes all faculty laptops and staff workstations. This category also includes all computer peripheral devices such as:

- keyboard,
- monitors,
- docking stations,
- mouse,
- tablets,
- scanner, etc.

All standard office technology may be evaluated for refresh every 5-7 years. Apple products may be evaluated for refresh every 4-5 years.

## **Special Use Items**

This category includes specialized equipment, such as large screen multimedia computers, facility sound systems, or other unique hardware. The replacement cycle for these items will be evaluated on a case-by-case basis. All special use items may be evaluated for refresh every 3-5 years.

## **Copiers and Printers**

Canada College uses both regional/shared printers and single/local printers in offices to meet faculty and staff printing needs. Regional/shared printers have proven to be the best economical printing option.

Single/local printers in each office present reliability problems and are the most expensive approach to printing. Regional/shared printers are the most cost-effective method of printing and are more easily maintained.

ITS is working on developing a districtwide plan which will enable each college to adopt a shared approach to printing. Additional details will be provided as they become available.

# Refresh Process

Technology plays a critical role in the College's Mission. The following refresh process will be followed contingent upon funding availability and recommendations from ITS to ensure that computers on campus remain up-to-date.

## Staggered Refresh

Allocation of technology, as with all budgetary items, is linked to the College's planning and budgeting process. Annually, the Vice President of Administrative Services will submit a request to allocate funds for the annual refresh of computers and other technology. This request will be determined from the highest areas of need identified in the Annual ITS Inventory Report. Actual funding of technology refreshments will be based on the College's available resources for the upcoming academic year.

In light of limited resources and in effort to control costs and minimize disruption to the College's operations there will be a need to prioritize technology refreshments. Approximately 20% of the College's computer inventory may be eligible for refreshment based on the criteria below.

### Evaluation Criteria for Refreshment

- Does ITS support the equipment?
- How long has the equipment been in use (age of equipment)?
- How frequently are repairs and work orders being requested to keep the equipment running?
- Is the technology current?
- Are there other programmatic needs that need to be addressed?
- Are there any other factors that need to be considered?

With this policy, there is no need to request new computer equipment unless there are programmatic or personnel changes. Main considerations for timing of the staggered refresh include:

- Age of Equipment: The age of the equipment is a primary criteria. Under this criteria, replacement of equipment is determined based on the ITS Annual Inventory Report.
- Programmatic Needs: The secondary criteria relates to departmental programmatic needs and must be identified as well as prioritized through the College Program Planning and Resource Request Process.

## Refresh Timeline

- April: ITS provides Annual Inventory List to the VPAS
- May: VPAS reviews Annual Inventory List and the upcoming year's budget. Discusses refreshments of the highest need with supervisors and in consultation with ITS. Refreshment decisions are made based on the [Evaluation Criteria for Refreshment](#).
- June: VPAS notifies ITS of allocated funding and refreshment decisions.
- September: ITS presents recommended installation cycle, with least programmatic impact cycle, for the upcoming academic year.

## **Out-of-Cycle Refreshment Process**

Faculty and staff can request an out-of-cycle refreshment by following the steps below:

1. Confirm that at least one of the following conditions are met:
  - a. The workstation is out of warranty and repair is not feasible, or
  - b. There is adequate justification that the workstation does not meet the requirements for the user's job.
2. Put in a work order with ITS to have the equipment evaluated.
3. ITS will notify you and your supervisor of their recommendation.

## **Refresh Communication**

A summary of proposed technology replacements, included an overview of technology that needed replacing vs. technology that was funded for replacement will be prepared each spring semester, approved by the Technology Committee and presented to the planning councils and PBC. This summary will be available on the Technology Committee website for review by the campus community.

## **Hardware Acquisition**

All hardware acquisitions should be made in consultation with ITS and in alignment with the [SMCCCD General Services Purchasing Guidelines](#).

### **Standard Hardware**

ITS has defined standards for workstation hardware, peripherals, and audio-visual equipment. ITS will ensure these standards are re-evaluated periodically based on common needs, vendor offerings, cost, reliability, supportability, quality and timeliness of vendor support.

All requests for standard hardware should be made in consultation with ITS. The [SMCCCD ITS Technology Standards](#) are outlined and updated regularly on the Technology Committee website. The approved hardware standards for administrative and academic applications are:

- Apple
- Dell
- HP Printers
- Lenovo

### **Non-Standard Hardware**

Requests to purchase non-standard hardware must be approved by ITS and the department's respective Dean and Vice President. It is important to be aware that non-standard hardware may not be maintained and supported by ITS in the same way as standard hardware. Before purchasing non-standard hardware, the receiver of the hardware or department representative must describe the source of external support for the hardware being purchased. This information will need to be provided at time of the request for purchase of the hardware.

## Software Acquisition

All software acquisitions should be made in consultation with ITS and in alignment with the [SMCCCD General Services Purchasing Guidelines](#). In order to request vetting and review of new software, please fill out the [ITS Software Purchase Request Form](#).

## Theft, Loss, Breakage or Failure

### Theft

Where a computer, or any other technology resource has been stolen, all employees are to immediately contact your local police department and file a police report. Employees can then notify Public Safety at (650) 738-7000, ITS at (650) 574-6543, and their Dean and/or Vice President. ITS will follow up with a replacement recommendation.

### Loss or Breakage

In the event that a computer, or any other technology resource is lost or broken, all employees are to contact ITS immediately at (650) 574-6543, and contact their Dean and/or Vice President. ITS will make a replacement recommendation and the department or the user will be responsible for funding replacement costs.

### Failure

In the event that a computer or other technology resource fails to operate as reasonably expected, all employees should submit an [ITS Work Request](#). ITS will evaluate the technology and make a recommendation for how best to proceed.

## Disposal

The College disposes of obsolete technology equipment in a manner consistent with the guidance outlined in [Board Policy 8.31 Disposal of District Policy](#). If you have technology equipment that needs to be disposed of, please submit an [ITS Work Request](#).

It is strongly recommended that old, broken, and/or out-of-date technology equipment that has been decommissioned by ITS, be sent to surplus. It is recommended that this equipment not be re-located and re-purposed on campus, so as to avoid students, faculty and staff being encumbered by poorly functioning equipment, and to avoid leaving the College's network vulnerable.