Overview

This document is intended to dictate the protocols and rules governing the refresh process of Computer hardware at Benedictine university. A refresh project is needed considering various situations such as age of hardware and Operating System Deployment.

Standardization Objective

The Refresh Standardization will reduce the impact for staff and faculty

The university currently supports replacements of HP and Dell computers including laptops and desktops.

Typical Refresh

1. The university currently supports, both fully and limited, specific makes and models of computers laptops and tablets from different hardware manufacturers:
   a. HP  
   b. Dell  
   c. Apple*  
   d. Microsoft*  
   e. Custom Build Desktops*

   *Indicates Limited Support for this type of computer.

2. The university implements a replacement cycle for desktop computers.
3. Faculty and staff employees are provided with the computer options listed below at their start date, and when their existing systems are being replaced

   a. If an employee's job requires frequent travel or mobility (as determined by the Department or Office Manager), they will have the option to choose:
      i. Windows-based laptops. If needed, this may include an external monitor and a docking station, an external mouse, a keyboard and a laptop bag.
         1. Dell Laptop  
         2. HP Laptop  
         3. Lenovo Laptop  
      4. (Currently Laptops are not in the refresh Cycle and will need to be purchased upon request to the IT department)
      ii. Apple laptop. If needed by job requirement, this may include an external monitor, an external mouse, a keyboard and a laptop bag.

   b. If their job does not require mobility (as determined by the Department or Office Manager), they will have the option to choose:
      i. Windows-based desktop. This will include a monitor keyboard and mouse upon request.
         1. Dell  
         2. HP  
         3. Lenovo  
      ii. Apple desktop. If needed by job requirement,

   c. NOTE: The refresh may not transition from Desktop to a Laptop or PC to any Apple computer without special purchase and approval unless a loaned PC was distributed.
d. **NOTE:** The department is responsible for the purchase of additional peripherals batteries or other consumables.
e. **NOTE:** Desktop Monitors will need to be assessed before replacement.

4. When replacing a computer, Technicians in the OIT will be following detailed procedures for the replacement.

5. Departments may request additional computers for needs that fall outside the full-time employee use outlined below (e.g., student workers, science labs, testing, etc.). However, any such hardware will incur cost by the department and will not be listed as part of normal replacement.

6. Upon replacement, the previous computer hard drive will be removed by IT and prepared for Data Preservation 90 Days, (See DPP). Afterward these computers can be redeployed to other areas on campus with a different hard drive and newly installed software. Requests to retain the previous computer at the time of installation of the replacement computer will not be approved.

7. The computer being refreshed can be kept by the department for other computer needs, but will be returned to IT for DPP and re-imaging.

8. Broken/damaged computers may be replaced or repaired at no cost to departmental budget.
   a. The damage conditions must agree with the terms that are agreed with the vendor of the computer, ie: Dropped hardware, or damage from spilled liquid may not be covered for repair cost
   b. In the repair situation as with other emergencies where there is down-time; first a loaner computer will need to be deployed to the Faculty/Staff Member. and the Vendor will be contacted to begin the repair process on the broken hardware
      i. The OIT make sure to also swap computers in Computer Labs and other student areas as well
   c. The OIT works with vendor distributors to procure On-Site Warranties. When the damage conditions are met this utilizes vendor technicians to make approved repairs here on campus

9. **DPP (Data Preservation Protocol)** will be enacted when the Computer is replaced and because no replacement is perfect the data will be retained for 90 Days. After two weeks the Hard Drive will be removed from the rest of the computer in place of another blank hard drive in order to utilize the computer for the remainder if its warranty.

---

**Procedures**

**VIP’s and Classrooms**

1. Replacements for VIP Staff will be worked on in the highest priority and will be work on until resolved

**New Employees**

IT will coordinate with the department(s) on campus when there are staff changes to determine that a computer can be replaced.

1. A new computer will be only need to be purchased if a full-time faculty or staff member has been hired for a newly-established position.
   a. Replacement/Re-Hire employees will inherit the PC left at the position
2. The Department or Office Manager will provide the funds and coordinate to purchase the new system. Afterward.
3. A loaner may be provided at an emergency basis if there is a problem in the requisition of a new computer.

**Other Faculty and Staff**
Hardware will be replaced according to the faculty/staff member’s schedule and the data on the previous computer will be kept intact for 90 Days (DPP)

**Student Workers, Science Labs, Testing Areas**

These computers may be replaced upon request or when the system is assessed for poor performance. However, the department may be charged if the computer is located in a Science Lab on campus. The previous data on these computers will not be kept however.

**Procedures**

Staff from the User Services Group will schedule and begin necessary replacement according to the user’s schedule. The Faculty or Staff member does not have to be present while IT replaces the computer hardware.

**Exclusions**

Specific areas and types of hardware at Benedictine will not be covered in the Faculty Staff Refresh Deployments

1. Science Labs
2. Upgrades are not considered for other devices such as Apple desktops, or laptops, and Custom built computers purchased through the University, however can be upgraded via purchase by the department

**Special Needs and Other Devices**

IT will meet reasonable-custom needs (e.g., larger displays, monitor stands, or wireless keyboards). If additional hardware is needed, the funds will be furnished through departmental or grant funds (as determined by the Department or Office Manager). IT will provide assistance by obtaining quotes from academic vendors and configuring the machines. These computers and devices will not be included in the technology refresh replacement cycle.

IT has several laptops available for loan use for emergencies and other short-term needs. Please contact the Help Desk at 630-829-6684 or helpdesk@ben.edu to reserve a computer for short-term needs.

**Data Preservation Protocol**

- **Overview**

Data Preservation policy dictates the amount of time that the Office of Information Technology at Benedictine University will keep computer data belonging to staff and faculty. This will also dictate who can access old data.

- **Details**
  - What is being stored
    - Applications List
- Windows Profile for the most recent user
  - Where is the data physically stored
    - Replaced hard drive will be stored in the IT Office Kindlon 130
  - Time of storage
    - 90 Days
- Restoring
  - Ticket request must be created
  - Only if data is intact and data will not be restored using data recovery tools
- Disposal
  - Hard drive shredded or destroyed by Computer Recycling Vendor
  - Hard drives from VIP’s will be wiped to DoD standard here at Benedictine before shipping to recycling vendor