

INFORMATION TECHNOLOGY SERVICES

POLICY FOR REUSED COMPUTERS AND SUPPORT LEVEL AGREEMENT

March 2009

REUSED COMPUTER DEFINED:

A reused computer is defined as one that has EXCEEDED the end-of-useful life cycle per the established computer replacement policy (currently, Denison has adopted a 4-year life cycle on all makes/models of computers except for the Math/CS department which operates on a 3-year life cycle.) Typically, when a computer reaches its end-of-useful life age, a new computer has been purchased and officially replaces the old unit in the field. Old computers will be reclaimed by ITS when new computer replacements are issued. Reclaimed computers need handled in a responsible manner and consideration should be given but not limited to: environmentally safe disposal or recycling, resale in coordination with the business office, proper disk erasure methods followed, software license compliancy, transfer of liability and legal ownership.

APPROVED USE OF A REUSED COMPUTER:

A computer that has reached its end-of-useful life may be reissued in the field for a limited time period and for a limited capacity of use according to the following stipulations:

- For a temporary project not to exceed 1 year in length that does not warrant the purchase of a new computer (or the use of current model stock)
- For a purpose not to exceed 2 years in length that will require no software beyond a base image, Internet browsing and/or an office suite of products. The machine will not be depended upon for production-type work. No critical office dependencies exist for the computer use (i.e. a REUSED unit should not be used if it is critical to ongoing daily operations.)
- Student workstation that requires no specialized software (unit is not to be used as a primary office computer for any Denison employee.)
- Example uses: Kiosks, single-function non-critical office machine, supplemental machine for temporary project with low support needs, Emeriti assignment for limited and infrequent usage, creative arts project involving dismantled computer pieces and parts.

PROCESS FOR ISSUANCE OF A REUSED COMPUTER:

- Request for 'old' computer is received by ITS. This does not require a budget request.
- Confirmation of approved use of unit as described above will be made by requester and ITS.
- Requester will be provided this policy and the ITS Support Level Agreement for the same.
- Requester must fully understand nature of REUSED computer, SLA, and agree to the same by signing and returning the SLA to ITS.
- ITS Director will authorize issuance of computer.

SUPPORT LEVEL AGREEMENT FOR A REUSED COMPUTER:

- A REUSED computer may be replaced within two years of issuance by another more recent (less in age) REUSED computer as determined by the Logistics Coordinator (LC).
- Annual replacements of REUSED computer will be considered on an alternating schedule from primary and production machines. This will be accomplished in the Fall or Spring timeframe. The LC will verify use of unit as declared at original issuance and determine continuing need by replacing the unit with a more current REUSED machine or will permanently retire the REU machine.
- The LC is responsible to maintain on-hand adequate annual replacement stock from the current year's normal replacement cycle and maintain adequate supplemental stock for additional REUSED approvals in the future.
- A REUSED computer is not to exceed 2 years in the field beyond its established end-of-useful life date. There is one exception to this – at the above date, the machine is permanently disconnected from the Denison network, used only as a stand-alone unit (no Internet or LAN connectivity), and all ITS support for the unit ceases.
- Recipient of a REUSED computer understands that requested technical support for software or hardware related to the computer will be responded to as a LOW priority Call. That means that all other Denison technical support Calls will be handled before a support Call for a REUSED unit and not in the order in which the Call was received. Technical support may be dispatched to assist with the problem but as a general rule, no parts replacement or other time-consuming effort will be expended for a REUSED computer. The most likely resolution to a problem will be to retire the REUSED computer and if warranted, replace it with another REUSED computer from available stock. To that end, ITS will make no commitment on the time to resolve the problem.
- There will be no ITS supported data or operating system back up of a REUSED computer. Because of this, the saving of any data locally is highly discouraged. Recipient of a REUSED computer is solely responsible for any and all data to be preserved and will not in any circumstance receive assistance from ITS for its recovery.
- Support Services will ultimately determine how far to go to resolve a failure for a REUSED computer. The standard applied to the situation should be reasonableness with no extensive repairs. Example – a hard drive failure is low priority attention and would require the retirement of the existing REUSED computer without any backup or transfer of data or operating system. Re-imaging another REUSED and replacement of the failed unit is a reasonable resolution.

RECIPIENT PRINTED NAME

DATE

RECIPIENT SIGNATURE