

Computer Replacement Policy

The Replacement of UC Computer Equipment

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| Last Modified | December 2019 |
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| Approval Authority | Chief Financial Officer |
| Contact Officer | Client Technology Services Manager – Learning Resources |

Introduction

This policy provides information on how University computers are procured, replaced, and how to make a request to replace a University computer.

Definitions

Budget Holder – delegated authority to purchase from available budgets, as allocated by the PVC or nominee and Department/School Managers, or for all Service Units, the IT Services ("ITS") CIO.

Desktop Computer – a computer that requires direct mains power to function and typically remains in a specified location requiring externally connected accessories to fully function, such as, but not exclusively, a separate monitor, keyboard and mouse.

Mobile Computer – a portable computer that you can take with you and use in different environments. These devices can operate without a direct mains connection and have built-in batteries, screens and keyboards with hybrid models having detachable keyboards. Mobile computers typically require AC adapters to recharge the batteries.

Preferred Supplier – vendors selected through a formal government contract or process to provide particular products to the University for a defined period.

Policy Statement

The guiding principle underpinning this document is that staff and students should have access to the computing resources necessary to efficiently undertake the activities their role requires.

Computer equipment replacement lifecycles at the University need to be appropriate for the intended use irrespective of College, Service Unit or business function to ensure the equipment remains “fit for purpose” over its intended lifecycle. This document seeks to clarify and standardise computer replacement practices that are sustainable and appropriate.

All Procurement of University computing equipment for individual use and deployment will be made in accordance with this policy.

Lifecycle

Desktop and Mobile computers will be replaced on a 48-month cycle to ensure that equipment is maintained under warranty, is able to run a supported OS and has a sufficient specification to run all required applications with ease. Staff and post-graduate desktop computers will be replaced on a 48-month cycle, with equipment either being bought new, or repurposed via the IT Recycling Service if available. Repurposed equipment will be professionally checked, tested and re-imaged and staff data migrated appropriately without need for special user action/involvement.

LCD monitor replacement is based on failure of the in-use equipment and is not bound to a particular cycle. The expectation is that LCD monitors will last 5-8 years. Approval from the budget holder can be sought for an earlier replacement.

It is understood research environment equipment may not be replaced on any particular cycle but may be retained to operate with attached instrumentation for as long as required and is still “fit for purpose”.

All IT computer assets, with network connectivity, must be auditable at any time, for the purposes of asset management reporting, software management, IT support activity, cyber security risk compliance.

IT Computer assets must be easily identified, as a University IT asset, for the purposes of auditing and support.

All IT assets no longer deemed “fit for purpose”, requiring disposal or are surplus to requirements must be processed via the sustainable IT Recycling Service.

Approved Purchases

Computer purchases including accessories must be made in accordance with the University’s preferred purchasing and procurement programs. [UC Purchasing and Procurement Services \(University intranet Purchasing webpages\)](#). Exceptions are to be identified for approval by the Executive Director of Financial Services/Chief Financial Officer.

Purchasing of computers via Purchasing Cards (P-cards) is **not permitted**. See the [Purchasing Card \(P-Card\) Policy \(PDF, 382KB\)](#) for further information

Exception Request

IT Services is the approval authority for IT purchases other than the standard models. An exception request form indicating approval is required for exception purchases to proceed. Information on how to raise an exception request can be obtained via the [Self-service Portal \(University webpages\)](#)..

Warranty Management

All Desktop computers must have a 4-year warranty. All Mobile computers must have a 3-year warranty and Mobile “tablet” computers are expected to have a 2-year warranty. Once out of warranty, research environment equipment retained as still “fit for purpose” will be replaced when significant hardware failure or incidental damage makes it uneconomic to repair.

Computer Entitlement

Staff will have one Windows-based computer, unless they require more than one computer to perform their job. Those staff requiring more than one computer or a non-Windows based computer should seek approval from the Budget Holder. All computing equipment will be purchased from the current preferred suppliers as specified through the [UC Purchasing and Procurement Services \(University intranet Purchasing webpages\) \(staff only\)](#)

Related Documents and Information

UC Policy Library

- [Asset Management Policy \(PDF, 576KB\)](#)
- [Gifts Policy \(PDF, 286KB\)](#)
- [Internet Usage Policy \(PDF, 300KB\)](#)
- [IT Policy Framework \(PDF, 304KB\)](#)
- [Mobile Voice and Data Policy \(PDF, 185KB\)](#)
- [Privacy Policy \(PDF, 823KB\)](#)
- [Procurement Policy \(PDF, 194KB\)](#)
- [Purchasing Card \(P-card\) Policy \(PDF, 382KB\)](#)
- [Staff Code of Conduct \(PDF, 429KB\)](#)
- [Sensitive Expenditure Policy \(PDF, 410KB\) \(Staff only\)](#)
- [Social Media Policy \(GIF 386KB\)](#)

UC Website and Intranet

- [UC Purchasing and Procurement Services \(University Purchasing intranet\) \(Staff only\)](#)

- [Mobile Device Usage Guidelines for UC Staff who Travel \(University Intranet\) \(Staff only\)](#)
- [IT Procurement, IT Hardware Exception Request \(Self-Service Portal, IT Services\)](#)

| Document History and Version Control Table | | | |
|---|--|---|--------------------|
| Version | Action | Approval Authority | Action Date |
| <i>For document history and versioning prior to 2013 contact ucpolicy@canterbury.ac.nz</i> | | | |
| 1.00 | Conversion of document onto new template and document pushed out. Hyperlinks updated | Policy Unit | Aug 2013 |
| 1.01 | Hyperlinks updated, general formatting. | Policy Unit | Jun 2014 |
| 1.02 | Review date pushed out. | Policy Unit | Sep 2014 |
| 1.03 | 'Substantial rewrite' caveat added to Introduction to reflect wider changes in ITS policies. | Policy Unit | Jun 2016 |
| 2.00 | Scheduled review, rewrite to provide clarity and reflect current working practices, approval authority changed | Executive Director, Learning Resources | Feb 2018 |
| 3.00 | Scheduled review by contact officer, minor changes to content | Executive Director, Learning Resources | Dec 2019 |

This policy remains in force until it is updated.