



Canada's Capital University

Policy Name:	Desktop and Laptop Computer Equipment
Originating/Responsible Department:	Information Technology Services (ITS)
Approval Authority:	Senior Management Committee
Date of Original Policy:	February 2006
Last Updated:	June 2018
Mandatory Revision Date:	June 2023
Contact:	AVP (ITS) & Chief Information Officer (CIO)

Policy:

The standardization of desktop and laptop computer equipment assists in the optimization of institutional investments and the supportability of our computing environment. This ensures the best possible price, and minimizes the associated costs of technical support, training, and infrastructure, as well as providing access to the support services offered by the ITS Service Desk and Hardware Services Group.

To realize these benefits, all desktop and laptop computer equipment purchased with operating funds must be purchased from the preferred vendor and equipment list.

Purpose:

The purpose of this Policy is to identify the procurement vehicles that ensure that the University receives the best benefit in terms of cost and functionality when purchasing desktop and laptop computers. The benefits realised include:

- Obtaining the best value through leveraged buying power; e.g.; volume discounts, partnerships
- Standardised desktop and laptop computer equipment, peripherals and components that meets business and security requirements
- Improved equipment deployment and support
- Maximum assurance of software compatibility
- Adherence to the Ontario Broader Public Sector (BPS) Procurement Directive

Scope:

This Policy applies to acquisition and support of desktop and laptop computer equipment made with University operating funds for the use of staff and faculty as well as student computer labs.

Note: Applied to general purpose computers, such as those found in typical office settings or public lab environments.

There may be business reasons for deviations from this guideline, specifically in the acquisition of desktop and laptop computer equipment acquired through other channels, including but not limited to:

- Grants
- Contracts
- In-kind gifts or donations

It is also recognized that there may be instances where the preferred vendor systems do not meet specific business needs and a non-standard system purchase is required.

Procedures:

1.0 Acquisition from Preferred Vendors

All desktop and laptop computer equipment purchased with University operating funds must be made through the University's preferred vendors. Equipment acquired through preferred vendors includes maintenance and repair.

When purchasing systems that are from grants or under contractual obligations to use specific equipment, ITS can assist researchers in their computer equipment selection to ensure researchers are acquiring equipment that is suitable for their needs and meet the management, security and policy requirements of the University. One critical requirement for Microsoft Windows-based portable devices (laptops) is that they have a supported Trusted Platform Module (TPM) chip, otherwise the device will be unable to meet University security policy using built in Microsoft Windows disk encryption.

Equipment purchased outside of preferred vendors may not have support costs factored in. In these cases please contact ITS Hardware Service Group (HSG) to identify maintenance and support options.

2.0 Delivery

Delivery of desktop and laptop computer equipment from preferred vendors is by default made to the HSG for installation and configuration. Departments may have equipment delivered directly to their local computing support units.

For Microsoft Windows based systems, HSG will configure with standard University software and arrange for delivery and installation. If there are special requirements needed HSG should be contacted to make those arrangements.

3.0 Repair (Warranty)

Desktop and laptop computer equipment repairs and parts installations must only be performed by trained technicians. Equipment parts are fragile and easily damaged during handling and/or installation. Manufacturer service charges often apply for incorrect or unnecessary service calls including misdiagnosed problems and from parts damaged by improper installation. Charges also apply for the repair or replacement of parts that were not supplied by the manufacturer.

When there is an equipment failure, diagnosis by an ITS technician or other qualified individual is required before contacting the manufacturer to avoid unnecessary charges back to the University.

4.0 Disposal

As part of the University's responsibility with respect to the environment, environmentally responsible disposal of electronic equipment is required. All University owned electronic equipment must be disposed of in a secure and environmentally friendly manner since the electronic equipment can contain toxic substances that are dangerous and must not be disposed of in the regular garbage bins. Please contact HSG for recycling options.

Wherever possible, the University community is encouraged to donate working, usable electronic equipment to a charitable organization rather than disposing of the equipment. Contact HSG if you have University owned electronic equipment that you would like to donate to charity and HSG will remove all University data and identifying marks and ship to the charitable organization.

Note: If HSG is not utilised for recycling, the onus is on the end-user to ensure that all confidential or sensitive data has been destroyed in a secure, non-recoverable manner before any equipment is donated.

5.0 Software Image

An image is a pre-bundled software configuration that has been designed for installation and use on desktop and laptop computer equipment purchased from preferred vendors. A software image includes the operating system; security software; application and productivity software; e.g. Microsoft Office; application and security settings, as well as hardware specific drivers that support preferred vendor hardware. To ensure compatibility with all proposed software and hardware, the images are tested by ITS in collaboration with departmental technical support staff.

ITS provides several Microsoft Windows based images used by faculty and staff on campus and at home, and on campus for students. Installation of an image is arranged through the ITS Service Desk at no cost for the initial installation.

Because of various licensing agreements, to be eligible for an ITS image, the Microsoft Windows based desktop and laptop computer equipment must be owned by Carleton University and have a properly licensed operating system.

Additional software; e.g. MS Project, Visio, can be purchased and installed on most images. A list of site licensed software available through ITS, as well as the support provided for each package, can be found on the ITS website. Installation of additional software purchased from other vendors will be on a "best effort" basis.

6.0 Software Image Support

The Microsoft Windows based images provided by ITS are designed specifically for those models of desktop and laptop computer equipment from our preferred vendors. These images may or may not work on equipment purchased through other vendors.

A fee will be charged for modifying and testing ITS provided images for use on non-standard equipment.

ITS provides limited technical support for software that is included in the image. This support includes assistance installing and getting the software to run. Support does not include “how to” or usability support.

Some departments choose to create and maintain their own images separate from those provided by ITS. In this case, support can be provided by ITS on a best effort basis in conjunction with departmental technical support staff.

7.0 Acceptable Use

Carleton University provides access to IT resources with the expectation that users will use them in a responsible manner. Inappropriate use of IT resources is not permitted and can result in disciplinary action. See the Carleton University “Acceptable Use Policy for Information Technology (IT)” for details.

Roles and Responsibilities

The Hardware Services Group is responsible for the following:

- Establishing standard configurations of Microsoft Windows based desktop and laptop computer equipment and negotiating preferred vendors in conjunction with University Services
- Receiving, installation, and configuration of Microsoft Windows based desktop and laptop computer equipment
- Ensuring that the disposal of electronic equipment follows proper procedures, and is in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA)
- Ensuring the disposal is sent to an electronic equipment recycling business which is OES (Ontario Electronic Stewardship) certified in Ontario or the equivalent in other provinces

University Managers (VPs, Deans, Chairs, Academic and Administrative Directors) are responsible for ensuring that institutional purchases for offices and student computer labs are made in compliance with this Policy.

Compliance

Non-compliance to this Policy may result in disciplinary action.

Contacts:

AVP (ITS) & Chief Information Officer

ITS Service Desk - ITS.service.desk@carleton.ca

<http://carleton.ca/ITS/all-services/computers/>

Links to Related Policies:

Secretariat Policies – <http://www.carleton.ca/secretariat/policies/>

- Acceptable Use Policy for Information Technology (IT)
- Purchasing Policy
- Mobile Technology Security Policy

Computer Purchase Program:

<http://www.carleton.ca/ITS/all-services/computers/computer-purchase-program/>