Policy Name: Desktop and Notebook Computer Equipment
Originating/Responsible Department: Information Technology Services (ITS)
Approval Authority: Vice-President (Finance and Administration)
Date of Original Policy: February 2006
Last Updated: June 2011
Mandatory Revision Date: March 2016
Contact: Chief Information Officer (CIO)

Policy: ITS is responsible for establishing standard configurations of Desktop and Notebook Computer Equipment for Carleton University employees and student computer labs, as well as for negotiating preferred vendor arrangements in conjunction with University Services.

The standardization of Desktop and Notebook Computer Equipment assists in the optimization of institutional investments and the supportability of our desktop 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 technical support services offered by the Service Desk and the Hardware Services Group.

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

Purpose: The purpose of this Policy is to establish standards, guidelines and responsibilities for Desktop and Notebook Computer Equipment at Carleton University. This is communicated by way of the Preferred Vendors List (see the end of this document for the internet link) that is formulated employing a competitive bid process. The following criteria are within the scope of this Policy:

1.0 Desktop and Notebook Computer Equipment Acquisition from the Preferred Vendors List
2.0 Desktop and Notebook Computer Equipment Repair (Warranty)
3.0 Pickup and Disposal of University owned Desktops and Notebooks and computer peripherals
4.0 Desktop Software Image
5.0 Acceptable Use

Scope: This Policy applies to Desktop and Notebook Computer Equipment purchases made with University operating funds for the use of staff and faculty for work on campus or at home; and for student computer labs. This policy applies to Desktop and Notebook Computer Equipment. For those instances where University Manager’s deem it necessary to purchase Desktop and Notebook Computer Equipment that is not identified on the Preferred Vendor’s List, University Services will request that the CIO review the business justification who will in turn either provide their approval or
the rationale as to why the request is not approved. This policy also recognizes that certain teaching requirements will result in exceptions that will need to be considered.

This Policy does not apply to purchases made from research grants or contracts; and to in-kind gifts or donations. However, all members of the University community are encouraged to follow this Policy.

Procedures:

1.0 Desktop and Notebook Computer Equipment Acquisition from the Preferred Vendors List

All Desktop and Notebook Computer Equipment purchased with University operating funds must be made through the University’s preferred vendors. Purchases made with other funds are encouraged to use the preferred vendors whenever possible. The benefits that are realized by the University using this method include:

- Obtaining the best value through leveraged buying power; e.g.; volume discounts, partnerships, market watch.
- Reducing support costs over time.
- Providing faculty and staff with a convenient system to acquire Desktop and Notebook Computer Equipment, peripherals and components.
- Adding value for end users who will know they are getting reliable and supported equipment.
- Simplifying problem diagnosis resulting in quicker response time, routine support.
- Improving equipment deployment and repair cycles.

A purchase may be arranged through Purchasing Services, or directly through the vendor using a Purchasing Card (P-Card).

Delivery of Desktop and Notebook Computer Equipment is made to the Hardware Services Group for configuration and installation. This is included in the cost of a purchase, along with maintenance and repair, technical training, data migration and security, as well as technical and administrative support.

ITS will not support Desktop and Notebook Computer Equipment purchased from sources other than the University’s preferred vendors, given the numerous configurations of Desktop and Notebook Computer Equipment available.

2.0 Desktop and Notebook Computer Equipment Repair (Warranty)

Desktop and Notebook Computer Equipment repairs and parts installations should only be performed by trained technicians as determined by ITS. Desktop and Notebook Computer Equipment parts are fragile and easily damaged during handling or installation.

Any part that is damaged by improper installation will not be covered by the Manufacturer’s Warranty. Most manufacturers charge a service call fee for incorrect or unnecessary service calls, including misdiagnosed problems, and service calls resulting from parts damaged by improper installation.

If parts not supplied by the manufacturer are added to the configuration of the Desktop and Notebook Computer Equipment, it should first be determined by the ITS technician whether they are the cause of the failure. If the manufacturer determines that this is the case, the service call fee may apply.
For Desktop and Notebook Computer Equipment part replacement or repair, contact the ITS Service Desk.

3.0 Pickup and Disposal of University owned Electronic Equipment

As part of the University’s responsibility with respect to the environment, ITS manages a free pickup (from University premises) and disposal service of University owned electronic equipment (Desktop, Notebook Computer Equipment, Computer Peripherals and Servers) through the Hardware Services Group. All University owned electronic equipment must be disposed of in an environmentally friendly manner since the electronic equipment can contain toxic substances that are dangerous and cannot be disposed of in the regular garbage bins.

The Hardware Services Group will ensure the proper disposal of University owned electronic equipment by adhering to the following procedures:

- Remove any data contained on the hard drive, floppy disk or Compact Disk (CD). This is to ensure that the privacy and confidentiality of Carleton U and/or personal data are protected in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA). Some media such as CDs are “read only” and cannot be erased, but will be disposed of in an alternate method that removes the possibility for the data to be retrieved.
- Remove any Carleton University identifying marks such as asset tags, branding stickers, computer name or other labels.
- Send to an electronic equipment recycling business.

Please note that wherever possible, the University community is encouraged to donate any working, usable electronic equipment that is going to be disposed of to a charitable organization. Please contact the Hardware Services Group and identify that you have University owned electronic equipment that you would like to donate to charity and they in turn will remove the University data and identifying marks prior to shipping to the charitable organization.

4.0 Desktop and Notebook Computer Equipment Software Image

An image is a pre-bundled software configuration that has been designed for installation and use on Desktop and Notebook Computer Equipment at the University. A software image includes the Operating System; Anti-Virus software; application and productivity software; e.g. Microsoft Office; application and security settings. To ensure compatibility with all proposed software, the images are tested by ITS in collaboration with departmental technical support staff.

ITS provides several images used by faculty and staff on campus and at home, and students on campus. Installation of an image is arranged through the Service Desk and there is a fee charged for the initial installation of an image.

Because of various licensing agreements, to be eligible for a ITS image, the Desktop and Notebook 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 of the images. A list of site licensed software available through ITS and 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.
Software Image Support

The images provided by ITS are designed specifically for those models of Desktop and Notebook Computer Equipment listed on the Preferred Vendor’s List. ITS does not guarantee that these images, or a modified version of them, will 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. It does not include “how to” or usability support.

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

5.0 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 details.

Offences which are a violation of the Acceptable Use Policy, other University policies, or provincial and federal laws may result in the restriction of desktop privileges, and will be reported to the University or law enforcement authorities as appropriate.

Contacts: Chief Information Officer, ITS
ITS Service Desk at: its.service.desk@carleton.ca

Links to Related Policies:

Preferred Vendors List for Acquisition of Computers for Faculty and Staff: https://carleton.ca/its/all-services/computers/computer-purchase-program/


Acceptable Use Policy for Information Technology: http://www.carleton.ca/secretariat/policies/