Computer Replacement Plan

General Statement

Hocking College has initiated a Technology Replacement Plan to ensure that all technology on campus is kept up-to-date. Over the past years Hocking College has worked under an informal *Computer Replacement Plan* that was driven by the various budget managers. Each department/division used their individual funds and prioritized the order and timing for computer replacements within their respective areas based upon their unique needs and available funds.   Occasionally there were additional funds that were made available by the appropriate vice president to cover unique situations, such as new faculty or staff hires. Academic computer labs/classrooms were funded by TechED, (instructional equipment money), grants, or general funds, depending on availability. The result was a wide variance in the capabilities of computers across the campus and a time consuming cascading process for the information technology staff.

To address these issues all technology across the campus will be placed on a regularly scheduled replacement cycle based upon our current information technology standards. There are three separate processes to replace our existing technology:

- Classrooms/Labs
- Faculty Office areas
- Administrative Areas

Recently the goal of the Office of Information Technology has been to develop and implement a plan for replacing technology on a routine cycle. This will help ensure that all technology on campus is kept up-to-date, and that the funding for this plan is clearly established across multiple years. Therefore, at this time, it is necessary to define computers, and computing resources, as institutional rather than departmental resources.

The goals of the computer replacement plan are to:

1. Centralize technology resources to forecast the funding requirements to implement a four year replacement cycle.
2. Assure that appropriate computing resources are available in department/division facilities, classrooms, and offices to support the mission of the college.

3. Implement the minimum standards for computing equipment on campus, which is reviewed regularly by the Office of Information Technology, and promote uniformity of technology.
4. Assure that each faculty and staff member who uses computing resources in his or her position has a computer of sufficient capability to fulfill their job related duties.
5. Support the use of technology by faculty, administration, and staff in using computers to promote student success.
6. Provide for the cost effective and timely purchasing and installation of new equipment while decreasing the deployment time. Reduce the costly computer cascading of older technology approach (new to you), except where this is highly beneficial and critical to student success.
7. Maintain a currently supported operating system from Microsoft or Apple.
8. Expedite the disposal of old equipment

Classroom/Lab Computer Replacement Process

The Classroom/Lab Computer Replacement Process covers student and instructor workstations in computer labs, technology enhanced classrooms, traditional classrooms, laboratories, and the library. The process covers monitors, workstations, notebooks, and Macintosh computers. Areas which are funded on a cost recovery basis, such as The Learning Center or specific grants, may not be covered under this replacement plan.

The process calls for the replacement of PCs and Macintoshes every four years. To accomplish this goal, the College has created a lab replacement schedule for the academic computer labs. The schedule begins with the 2012-13 fiscal year and details subsequent years including estimated costs. This timetable should be reviewed by various constituency groups providing any feedback as soon as possible. Based on the feedback received, adjustments are made to ensure that appropriate technology resources are available in each area.

Faculty Areas Computer Replacement Process

The Faculty Computer Replacement Process covers replacement of computer workstations assigned to faculty. The process calls for the replacement of desktop computers every four years.

Administrative Areas Computer Replacement Process

The Administrative Areas Replacement Process covers all PC and Macintosh workstations, printers, and infrastructure system not assigned to a faculty member or installed in a classroom or lab. It includes technology for all non-teaching staff members as well as general use systems shared in a department or used by student workers. Areas which are funded on a cost recovery basis, such as Grant funded and The Learning Center, are not covered under this plan.

The process calls for the replacement of all administrative technology systems every four years. To accomplish this goal, the College has been divided geographically into four equal parts, based on the number of administrative computers in each area. Each year new computers will be provided to specific designated geographic Administrative area.

This plan will be executed as follows:

- Identify, prioritize, and define four distinct geographic areas
- Create a worksheet identifying 1/4 of the computers to be replaced within each cycle
- Remove and store the existing computers and monitors from the identified areas
- Replace all technology (computers) with a new system including a 19" LCD monitor (see form to request an exception)
- The Office of Information Technology will assess old equipment to determine whether it can be cascaded, stored, or recycled. Cascades will be based on geographic areas starting with the areas that are last on the priority list

Request for Exceptions to the Computer Replacement Process

In some situations users may be required to run special software or perform unique tasks as part of their assigned job duties, and may need a computer with more memory, a faster processor, a larger monitor, or a larger hard disk than the one they are using or will be assigned. Users in this situation may request that their

workstation be evaluated to determine an appropriate upgrade path. IT may recommend additional memory, a larger hard drive, or possibly a newer workstation. The user's division/department may be required to fund these upgrades if there are not adequate funds within the replacement budget.

While we expect that the majority of requests will come at the beginning of the fiscal year, requests will be reviewed throughout the year to handle unforeseen changes in job duties, etc.

Please submit a work ticket to request an exception to the Computer Replacement Process (http://support.hockng.edu). A work ticket is also to be used to request the installation of non-standard software - please list title and version – at least (1) semester before the software is needed. Labs are recreated using an imaging process, and the master image must be updated and tested before it can be installed on lab computers. If a user requires local administrative privileges (which is rare), please contact the Director of IT operations or the helpdesk.

Installation Requirements

Prior to the start of the installations, a communication message will be sent to various departments to announce the timeframe for installation/replacements. Information Technology staff will set up specific installation dates with each area as they are ready to be installed into the office and/or labs/classrooms. The department manager should contact the helpdesk at x6113 or helpdesk@hocking.edu with details about non-standard required software that needs to be installed into the office and/or labs.

New lab installations will require the following:

- Desks/furniture designed for computer installation which includes cable management (The Office of Information Technology has a list of specified furniture that meets this requirement)
- Adequate electrical power and ethernet connectivity located immediately next to/behind the furniture to allow the computer equipment to connect to the infrastructure without traversing any open areas or walkways. If this is not possible, the furniture and equipment must be moved to accommodate the infrastructure or additional infrastructure must be purchased and installed before the furniture and computer equipment can be installed.
- Maximum of one commercial grade black and white and/or one color printer per lab classroom.
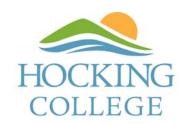
- No computer equipment will be placed on the floor. All computer equipment must be placed on the desk or in appropriate "Under Desk" hanging or suspended CPU Holder. (The Office of Information Technology has a list of specified equipment that meets this requirement).

Existing lab installations/upgrades will require the following:

- Adequate electrical power and ethernet connectivity located immediately next to/behind the furniture to allow the computer equipment to connect to the infrastructure without traversing any open areas or walkways. Additional power strips, cable management, switches and any other device deemed necessary by The Office of Information Technology must be purchased and installed before the computer equipment can be installed.
- Maximum of one commercial grade black and/or white and one color printer per lab classroom.
- No computer equipment will be placed on the floor. All computer equipment must be placed on the desk or in appropriate "Under Desk" hanging or suspended CPU Holder. (The Office of Information Technology has a list of specified equipment that meets this requirement).

New staff office installations will require the following:

- Desks/furniture designed for computer installation which includes cable management (The Office of Information Technology has a list of specified furniture that meets this requirement). If existing furniture is used, additional power strips, cable management, switches and any other device deemed necessary by The Office of Information Technology must be purchased and installed before the computer equipment can be installed.
- Adequate electrical power and ethernet connectivity located immediately next to/behind the furniture to allow the computer equipment to connect to the infrastructure without traversing any open areas or walkways. One side or the back of the office furniture MUST directly touch the wall with the infrastructure connections (The furniture and computer must be located where utilities and infrastructure are located). If this is not possible, the furniture and equipment must be moved to accommodate the infrastructure or additional infrastructure must be purchased and installed before the furniture and computer equipment can be installed.
- Appliances of any type (Institutional or Personal) are not to be installed into the same electrical power strips or UPS devices in which computers, or computer related equipment is installed. If a computer power problem arises
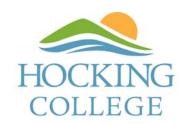
due to a conflict with another device on the same circuit, either that device or the computer will be disconnected until additional power circuits can be installed to eliminate the conflict.

- Each staff member will be connected to their local office, and departmental office printers. If a larger workgroup printer or multifunction device is specified, local office printers may be removed. Personal printers, scanners and cameras will not be supported or installed on office computers.
- No computer equipment will be placed on the floor. All computer equipment must be placed on the desk or in appropriate "Under Desk" hanging or suspended CPU Holder. (The Office of Information Technology has a list of specified equipment that meets this requirement).

Existing staff office relocation/rearrangement will require the following:

- Adequate electrical power and ethernet connectivity located immediately next to/behind the furniture to allow the computer equipment to connect to the infrastructure without traversing any open areas or walkways. One side or the back of the office furniture MUST directly touch the wall with the infrastructure connections (The furniture and computer must be located where utilities and infrastructure are located). If this is not possible, the furniture and equipment must be moved to accommodate the infrastructure or additional infrastructure must be purchased and installed before the furniture and computer equipment can be installed.
- Appliances of any type (Institutional or Personal) are not to be installed into the same electrical power strips or UPS devices in which computers, or computer related equipment is installed. If a computer power problem arises due to a conflict with another device devise on the same circuit, either that device or the computer will be disconnected until additional power circuits can be installed to eliminate the conflict.
- Each staff member will be connected to their local office, and departmental office printers. If a larger workgroup printer or multifunction device is specified, local office printers may be removed. Personal printers, scanners and cameras will not be supported or installed office computers.
- No computer equipment will be placed on the floor. All computer equipment must be placed on the desk or in appropriate "Under Desk" hanging or suspended CPU Holder. (The Office of Information Technology has a list of specified equipment that meets this requirement).

Installation Process

Prior to the start of the installations, a communication will be sent to various departments to announce the timeframe for replacements. Information Technology staff will set up specific installation dates with each area as they are ready to be installed into the labs/classrooms. The department manager should contact the helpdesk at x6113 or helpdesk@hocking.edu with details about non-standard software that is required to be installed into the labs.

- For classrooms/labs, installations will be scheduled to ensure minimal disruption on instruction and that the technology is implemented as quickly as is feasible.
- Information Technology staff will need approximately 2 hours per workstation for standard setup.
- The recommended software (see Information Technology software standards for details) will be installed on all new workstations. Non-standard software will not be replaced without proof of a license and the original installation media. Please be aware that older software may not be certified to run within our current standard, which usually occurs after significant operating system upgrades. You may need to purchase new non-standard applications that have been designed and tested to meet the current trends.
- Users with 15 or 17-inch monitors will receive a 19 inch monitor. Monitors that are 19 inches or larger, and are in good working condition, may or may not be replaced, based upon the replacement budget and/or the age of the existing monitor.
- For non-classroom/lab computers, the contents of the user's data folders will be transferred to the new workstation. (\My Documents on Windows workstations, or a user designated folder on Macintosh computers.) Please make sure all data files are stored within this designated folder.
- Bookmarks from Internet Explorer will be copied to the new computer.
- Please note that individual customizations, such as toolbars, screen savers, and desktop items may be lost and will need to be recreated by the user.
- Non-Institutional software installed by the end user will not be reinstalled, and if the data from that software is easily identified, it will be moved to the new computer.
- The Office of Information Technology will remove the old, but "good" workstations (Computer, keyboard & mouse) for reassignment or decommission as determined by the Office of Information Technology, regardless of the department or entity that originally purchased the system.

Near the conclusion of the new computer installations, the installation of cascaded computers will begin. The pool of cascaded computers will be installed into the areas or locations that fall at the bottom of the priority list. We will work from the bottom of the priority list toward the top. Cascaded computers will be assigned based on need and availability. The *Computer Replacement Plan* will nearly eliminate all cascades by year four.