Sustainable Computing Policy

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Purpose

Computers and related technology profoundly impact USC Upstate, from learning and business processes to budget and environment. The concept of "sustainable computing" considers the total cost of ownership, the total impact, and the total benefit of technology systems.

Consider:
- All computer and server inventory growth has associated costs, including staff time and support, software licensing, and infrastructure support (bandwidth, servers, switches, wiring, etc.).
- All old inventory buildup comes with associated risks, including increased repair time, increased maintenance costs, security risks, and inefficient operation.
- All computer growth, whether the equipment is new or old, requires planning for future lifecycle replacements of both the computer and the infrastructure supporting it, as well as environmentally responsible methods for disposing of old equipment.

USC Upstate's computer and peripheral (printers, scanners, etc.) inventory has grown at a rate of ~17.5 % annually for the last six years. However, budgets and support staff have not increased. This policy will address the exorbitant growth and provide guidelines for computer replacement.

Policy Guiding Principles

Directs new equipment purchases;
Maintains a reasonable lifecycle for computers, peripherals, and network equipment;
Limits inventory growth;
Governs energy-saving computer use;
Plans for future donation, recycling, and disposal of equipment.

Replacement Cycle

The average replacement cycle for college owned computers, in primary placement locations, is 4 years. Primary placement locations include ITS managed labs, smart classrooms and systems assigned to individual faculty and staff. ITS supports computer systems that have been purchased within the last five years from a campus approved vendor. Computers that are older than five years will be considered for support depending on several factors, such as the age of the computer, the nature of the problem, parts

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availability, and current operating system and software minimum requirements.

Computer equipment located in secondary placement locations, such as departmental workrooms, student government organizations, departmental student worker systems, etc., will be replaced with suitable recycled systems as they become available. Requests for the replacement of these computers should be sent to the Director of Client Services. Because old computers become increasingly costly to service, all new computers or peripherals from the lifecycle pool must replace an existing system. Whenever one new computer or peripheral is delivered to a department, that department must give one old computer or peripheral, originally purchased by the University, back to ITS for disposal. Any equipment not returned constitutes a net addition and requires approval.

Computer equipment originally acquired through grant funding or direct departmental funds, will not be replaced by ITS.

Expansion of primary or secondary computer equipment must be approved by the Director of Client Services in consultation with the VC of Information Technology and Services and appropriate senior administrator.

New Computer Hardware Expansion Guidelines

In order to be fiscally responsible, as a rule, ITS will provide and support one standard computer system per full time employee. Part-time employees and adjunct faculty are handled on a case by case basis depending on hours worked and job responsibilities. Requests to add new computing equipment to the Universities existing inventory, not funded through grants or departmental funds, must be submitted to the Director of Client Services, by the departmental supervisor. This includes requests for computer systems for net gain new employees to the department. The requests will be reviewed by ITS and in some cases the IT Advisory Committee. Funding will be sought for requests that pass this review. If a department negotiates with a new employee for any computer needs that are above and beyond our University standard equipment, then that department will be financially responsible for those expenses. ITS will gladly assist in the quote and purchase process for any additional equipment.

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Relocating and Reissuing Equipment Guidelines

Computers or computer equipment cannot be relocated or reassigned to any other user or location without approval of ITS. Redistributing equipment to any other user causes a domino effect of errors in the inventory system making it nearly impossible to rectify unauthorized computer moves. Computers are assigned to an individual and inventoried based on the user's name. Moving and reassigning computers without updating the inventory properly makes it difficult for ITS to find, support and verify in inventory for the auditors.

If an employee leaves a department, contact the ITS Help Desk in regards to that employee's computer. ITS must retrieve the computer in order to remove any personal data that may be left behind by the departing user, and clean and rebuild the computer to its original operating state for the new employee. Not doing so could cause the new user to be held liable for information stored on that computer.

Replacement Equipment Guidelines

In an effort to improve support and keep costs down ITS selects computer configurations and models that will meet the computing needs of the average user for the term of the replacement cycle. ITS will upgrade components of the system as appropriate to keep it at a reasonable level of functionality for the term of the replacement cycle. The selected system should allow the user to create word processing documents, spreadsheets, simple multimedia presentations, and web pages, as well as check e-mail and access information on the Internet in a reasonably efficient fashion. If a user requests a configuration above the standard recommendation, the request will be discussed with the departmental supervisor and the department may be responsible for the additional cost of upgrading the configuration if there is not justifiable evidence for the upgrade. ITS supplies the standard desktop or laptop configuration, additional peripherals such as docking stations, keyboards and monitors for laptops must be purchased by the department.