



Information Technology Workstation Refreshment Procedure

Last updated November 9, 2011

Purpose

The College must monitor, maintain, and increase its technological capabilities so that the variety, quality, and quantity of technology at Pitt Community College will attract students, facilitate their entry into the academic setting, and enhance learning. Information technology, services, resources and solutions must contribute to achieving the College's mission. In order to balance departments' needs with budget constraints and overall goals, the College must allocate campus technology to achieve maximum benefit. Consequently, the refreshment policy must be implemented fully for the entire College to ensure that sufficient information technology resources are available.

Replacement Cycle

Rapid changes in technology require upgrade and replacement of computer equipment to guarantee access to information technology resources. Workstations will be replaced at least every four years. Fiscal constraints require that most workstations be replaced with a previously used computer rather than a newly purchased workstation.

Designation of categories / levels of computer usage

Flexibility in the refreshment program is essential due to differing computing requirements. For example, technically intensive departments (e.g., those in Architectural Drafting and Information Systems) require more sophisticated and up-to-date equipment, and might need a shorter replacement cycle than users in disciplines without high-end technical needs (e.g., those in Developmental Education and Automotive Technology). Each workstation will be classified into a category based on its intended use. Workstations in student lab environments will receive higher priority than workstations in office spaces. The categories have a replacement cycle of two to four years as shown in the Workstation Refreshment Procedure, Appendix 1.

Plan for redeployment of computers

The Workstation refreshment and deployment process is maintained and administered by the Computer Support department of the Office of Information Technology & Services. The HelpDesk will notify the areas that are scheduled for refreshment during the divisional/work unit planning time frame of the Annual Planning & Accountability process. Technology needs that will not be addressed by the standardized refreshment process must be included in the Annual Planning & Accountability process. Work unit leaders and vice presidents will assess and prioritize the exceptions prior to referring them to HelpDesk for evaluation and action. The exception process is documented in the Workstation Refreshment Procedure, Appendix 2.

Established cycle for review of procedure

This procedure will be reviewed at least every three years by a cross-functional group such as the Office of Information Technology & Services Advisory Committee. The review will be qualitative and quantitative with specific criteria outlined in Workstation Refreshment Procedure, Appendix 3.

Standard specifications for equipment purchases

Purchasing computers from a single manufacturer significantly reduces ongoing support and maintenance costs and may result in savings from volume discount on purchases.

There will be a minimum standard configuration of hardware and software that ensures faculty, students, and employees have access to the level of IT resources needed to accomplish their tasks. The configuration will be established and maintained by Computer Support.

Exceptions to the standard computer systems must be accompanied by a justification to include the academic or administrative use of the non-standard system. Specifics of the hardware and software included in the standard configurations are obtained by requesting a copy of the current or past configurations from the HelpDesk.

Workstation Refreshment Procedure Appendixes

These appendixes are established to further explain the implementation the Workstation Refreshment Procedure which establishes criteria for decision making.

Workstation Refreshment Procedure - Appendix 1

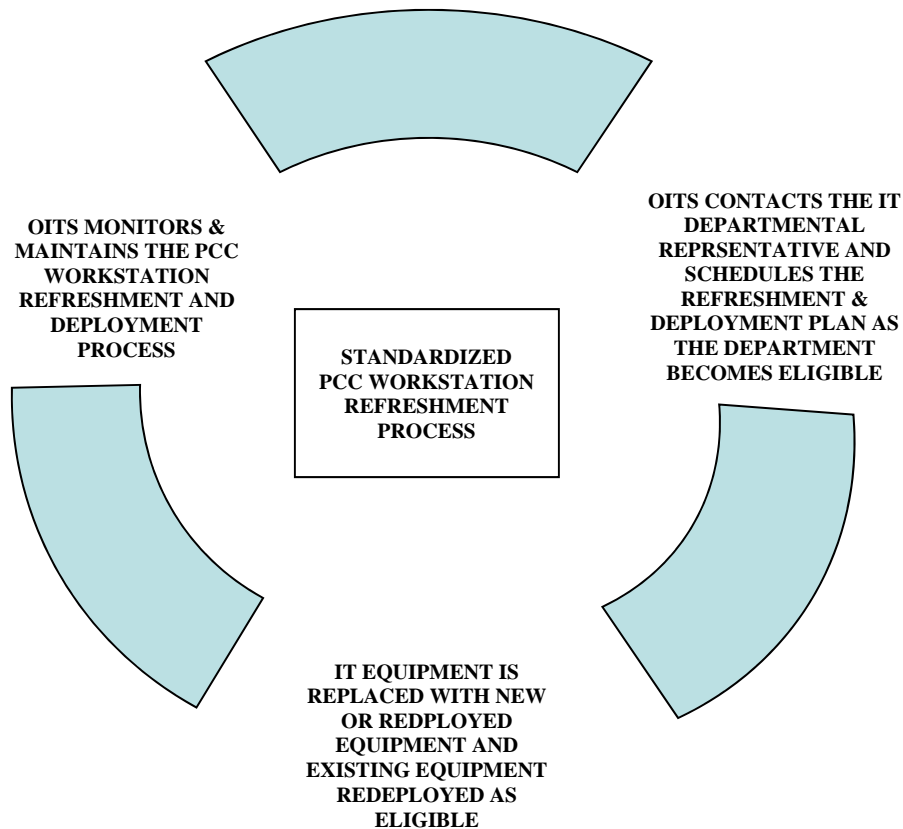
Four categories of computers have been established. The Assistant Vice President of Information Technology has classified all workstations on campus into one of those categories based on consultation with the lab owners and OITS Advisory Committee members. Each category has a range of computing power. The standard categories and associated replacement cycles are:

Category	Refreshment Cycle	Machine Class
RED	Every 2 Years	High-End system capable of running any OS/software currently utilized at PCC or anticipated in the next 2 years
BLUE	Every 3 Years	System capable of running ALL required instructional OS/software and most other software anticipated in the next 3 years
YELLOW	Every 3 Years (Can go 4 years as last resort only)	System capable of running ALL current business software and OS with no or minor updates
GREEN	Every 4 Years	System capable of running current (or -1) operating systems and general software

System configurations will be reviewed every quarter and updated annually by Computer Support. The updated configurations will be published at the beginning of each academic year.

Workstation Refreshment Procedure - Appendix 2

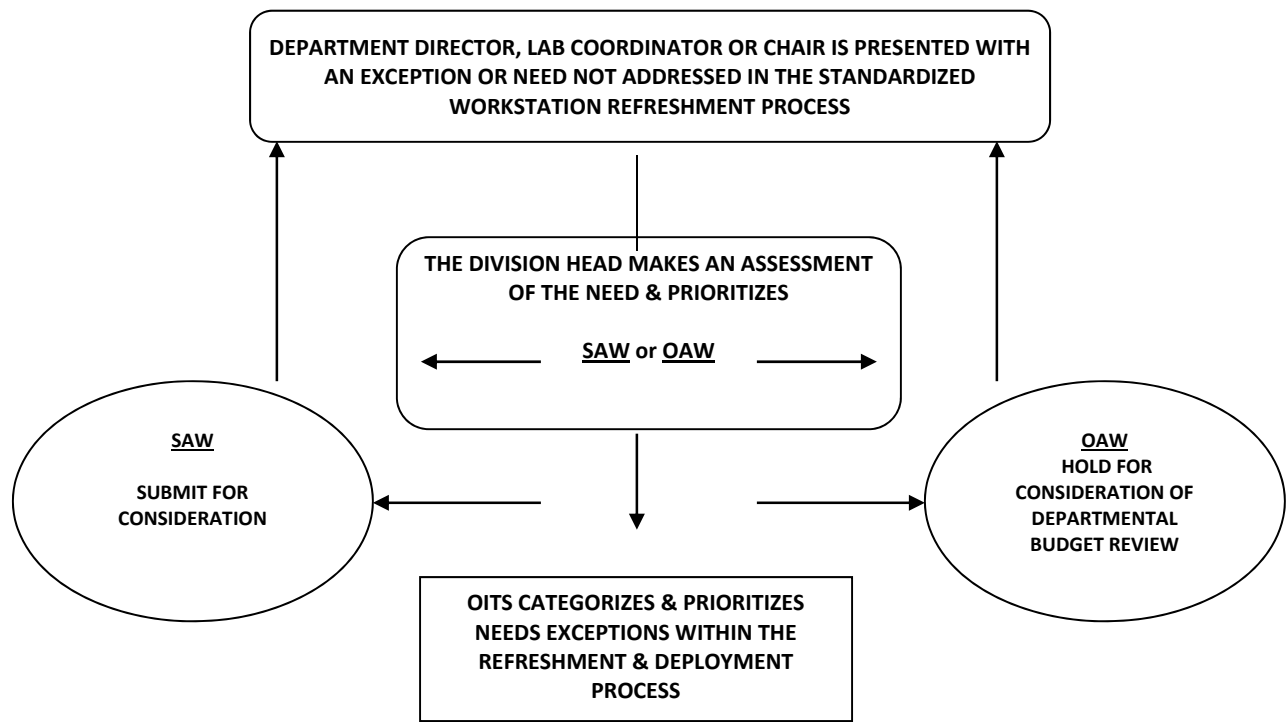
The Computer Support department is responsible for creating, maintaining, and publishing the refreshment cycle, the list of workstations in each category, and the scheduled refreshment date. At the beginning of the academic year, Computer Support will notify the areas which are scheduled for lab refreshment that year. Administrative replacements will be scheduled and notified as inventory permits within their replacement cycle.



Exceptions to the standardized refreshment policy will be addressed as part of the Annual Planning & Accountability process and/or the Strategic Planning process. Some of the criteria for changing the refreshment cycle are:

- Capability to run all applications being taught in the lab or classroom
- Capability to run new applications that are part of the next academic year's planning activities.
- Level of IT resources needed to accomplish an employee's job tasks.
- Age of IT resources

The Process flow follows.



Workstation Refreshment Procedure - Appendix 3

The Workstation Refreshment Procedure will be evaluated by:

- Student satisfaction measured by survey questions that relate to the accessibility, availability, and currency of the academic technologies.
- The employee satisfaction with the refreshment cycle and the assigned technology category as measured by the customer satisfaction survey for the Office of Information Technology & Services.
- Qualitative review of the policy by PCC OITS Advisory Committee.

Workstation Refreshment Procedure - Appendix 4

Computer Support shall develop and maintain an APPROVED HARDWARE LIST of CURRENT hardware for initial purchase and replacement of hardware. The list will be updated every three months.

The approved hardware list will include, but is not limited to:

- Minimum processor type
- Graphic/video card type
- Network card type
- USB/Firewire specifications
- Minimum hard drive capacity
- Minimum RAM capacity
- RAM type
- Sound card
- Input device types
- Output device types

Computer Support shall develop a list of APPROVED CURRENT OPERATING SYSTEMS to guide departments/divisions in the procurement process

Term Definitions

OAW - Operational Activity Worksheet. The form used to describe an operational activity that needs to be included in the work unit's planning process.

On-going Operational Activities are all of the accepted and normal activities necessary to execute the responsibilities of the College's established programs and services. On-going operational activities are the routine tasks that consume most of the time and money of the College. An operational activity is one the organization has done in the past and expects to continue to do in the future.

SAW - Strategic Activity Worksheet. The form used to describe an strategic activity that needs to be included in the work unit's planning process.

Strategic Activities are those activities the College has deliberately undertaken to respond to changes in the world around us. Strategic activities are the new or different activities the college undertakes in order to serve the community more effectively. Strategic activities also include premeditated efforts to improve/enhance current programs and services. Strategic activities are short-term and focused, and include details of budget, ownership, timeline, and expected outcomes.