College of Information Studies
Information Technology Guidelines

I. Purchasing Desktops/Laptops/Printers for Staff
   a. Requested equipment will be researched and or configured by technical staff.
   b. Technology Officer will review configurations of requested equipment.
   c. Technology Officer will notify and review order with Business Manager and/or unit supervisor for approval.
   d. After review, the order will be placed and purchased.

II. Procedure for Purchasing Desktops/Laptops/Printers for Faculty Members
   a. Technical staff will consult with Faculty member in regards to specific functional requirements along with equipment specifications and configurations.
   b. Technical staff will research equipment specifications, check for availability and generate quote.
   c. Technology Officer will review quote and consult with Business Manager and requesting faculty member to determine if college or grant funds will be used to purchase equipment requested by faculty.
   d. Technology Officer will purchase equipment and notify Business manager of order and purchase.
   e. If equipment purchased will use grant funds, equipment cost will be transferred to the appropriate account.

III. Procedure for Purchasing Equipment for Faculty Members (non desktops/laptops/printers)
   a. Faculty member will email or consult with technical staff indicating the type of system needed.
   b. If applicable, faculty member will provide information on how the system will be supported, who will administer the system and be responsible for security issues and/or patches.
   c. Technology Officer and Dean will review and approve requests.
   d. Technology Officer will consult with Business Manager and Contracts and Grants Coordinator to determine if college or grant funds will be used to purchase equipment requested by faculty.
   e. Technology Officer will purchase equipment and notify Business manager of order and purchase.
   f. If equipment purchased will use grant funds, equipment cost will be transferred to the appropriate account.
IV. Faculty Involvement in Purchasing of Equipment
   a. Faculty members are encouraged to participate in the research and configuration of equipment for their use.
   b. Faculty members are encouraged to contact the Technology Officer during the development of a grant proposal to consult on technology that will be included in the grant.
   c. Technical staff members will consult with interested faculty members on equipment needed.
   d. Faculty can provide the technical staff with specifications of equipment needed for assistance in purchasing or confirmation of availability.
   e. Once the specifications of the equipment are finalized, the procedure for purchasing equipment for faculty members will be followed.

V. Administrative Computer Refresh Guidelines
   a. Administrative computers are eligible for refresh after 4 years from the date of purchase.
   b. Technical staff will assess the condition of the computer.
   c. Eligibility for refresh will be based upon the current computer's ability to perform daily business functions in a timely manner.
   d. Dean and/or supervisor will decide if the computer is eligible for refresh.
   e. Refresh can include, but are not limited to, hardware updates to current computers such as additional memory, upgraded video card, additional hard drive, etc.
   f. If refresh is requested before eligibility, an email must be submitted to the Dean, immediate supervisor and Technology Officer indicating the reason as to why a refresh is needed.
   g. Refresh requests prior to the end of the 4 year cycle will need to be based on performance factors of the computer and/or inability to perform daily duties or tasks.

VI. Equipment for New Hires
   a. The Dean or the dean's designate will notify technical staff of new hire.
   b. Equipment for new hires will be configured and purchased by the technical staff.
   c. Technical staff will consult with the Dean or the dean's designate to determine the needs of the new hire's position. Based upon technical needs determined by Dean or dean's designate and technical staff, a computer will be ordered and purchased.
   d. For new Faculty, the Dean or the dean's designate will notify technical staff of new faculty. Technical staff will contact the incoming faculty members to determine their technical needs. After consulting with the incoming faculty member, their equipment will be ordered and purchased.
   e. The business manager will be consulted to ensure appropriate funding is available.
VII. Installation of Software in the Computer Lab
   a. The Technical staff will be more than happy to install any needed software in the computer lab.
   b. Notification of needed software needs to be communicated to the Technical staff at least 72 hours before it is needed.
   c. Requests made less than 72 hours before it is needed may not be met as the requested software may need to be purchased. It may take more than 72 hours to purchase and/or install the requested software.
   d. On occasion, even if 72 hours notice is given, requested software may need to be purchased which can exceed the 72-hour period. In those circumstances, the requestor will be notified.

VIII. Student Access to Computer Lab
   a. iSchool students will be able to access the computer lab in room 2108 anytime by utilizing the card reader, unless occupied by an instructor and students.
   b. Access can be gained by using your faculty/staff/student ID.
   c. Technical staff will manage access to the lab.
   e. Student data (Full name and UID number) will be provided to technical staff before the start of the semester and at the end of the semester. This is to ensure the lab is accessible only by current faculty/staff/students of the College or others as requested.
   f. For non-iSchool members requesting access to the lab, an iSchool faculty or staff member will send an email to the technical staff with full name, UID # and the reason as to why access is needed. (ie, taking CLIS course, GA/TA, etc.)

IX. Student Printing
   a. Students will provide their own paper for printing.
   b. Technical staff will provide support and cursory maintenance (clearing jams and replacing toner).
   c. For all other printer maintenance items, the repair vendor will be contacted.