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## ASUN Operating Procedure – Life Cycle Management of Resources

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### Operating Procedure Synopsis

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*Title: ASUN Life Cycle Management of Resources*

*Approval Date:*

*Revised: n/a*

*Responsible Officer: Tamyia Stallings*

*Responsible Operating Procedure Manager: Tamyia Stallings*

*Responsible Department: Information Technology Services*

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#### A. Purpose

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The Information Technology Services Department recognizes the importance of maintaining up to date technology to support the faculty and staff needs at the institution.

#### B. Definitions

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Key terms involved in the operating procedure are defined in this section.

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#### C. Scope

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Lifecycle Management is the process by which the life of Information Technology equipment is determined and managed. By using such a process, Information Technology Services (ITS) can better plan for budget needs based on the equipment's current place within the Lifecycle Management process flow:

#### D. Statement of Authority

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#### E. Procedures

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##### Desktops/Laptops

Each desktop is purchased with 4 year warranty. Once the warranty timeline has expired, continued need will be evaluated and the desktop will be replaced if necessary.

##### Monitors

Monitors are only replaced when they no longer function or if there are changes in technology that warrant replacement. Requests to replace or modify current monitors for other reasons (i.e. increased size, add monitors for increased desktop space, etc.) are taken under advisement and granted as budget allows and prioritized by need

## Printers

A printer for an individual office is purchased with the standard warranty on the device. If the device becomes defective during the warranty period, the individual will notify ITS to get the product replaced or fixed. A printer that is used for lab or for multiple people to share is purchased with a two year warranty on the device. Once the warranty timeline has expired, continued need will be evaluated and the printer will be replaced if necessary.

## Projectors

Each projector is purchased with the standard warranty on the device. If the device becomes defective during the warranty period, the Academic Affairs department will notify ITS to get the product fixed. If the product is outside the warranty window, ITS will follow proper procedure to purchase a new device.

## Network Infrastructure

Network Infrastructure is purchased with a 5 year lifespan. The network infrastructure is evaluated during the fifth year to see what technology advancements have been made. Recommendations are then made to the executive level for replacement of the equipment.

## Network Access Storage (NAS)

The Network Access Storage (NAS) is purchased based off of a five year lifespan. The production equipment will then be considered to be used as the disaster recovery equipment and new production equipment will be purchased.

## Network Servers

Servers are purchased with a 5 year warranty. Once the warranty timeline has expired, continued need will be evaluated and the server will be replaced if necessary or an additional year of warranty is added if this is the cost effective solution.

## Firewalls

Firewalls are purchased with a 5 year lifespan. During the fifth year, the firewall will be evaluated to ensure the technology needs of the institution and make a recommendation to replace the device or continue with regular yearly maintenance.

## Miscellaneous Peripherals

Typical computer peripherals (Webcams, scanners, external drives, etc.) will be understood to be covered under the standard warranty of the product. If these items become defective during the warranty period, senior department personnel will evaluate the ongoing need and, if deemed necessary for replacement, will notify ITS of the need to replace the item.

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### **F. Responsible Officer**

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Adam Adair, Vice Chancellor for Fiscal Affairs

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### **G. Related Information**

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