



ASUN Operating Procedure – 6002

Operating Procedure Synopsis

Title: Life Cycle Management of Resources

Approval Date/Revision Date(s):

Review Date(s): 7/2018, 7/2019, 7/2020, 7/2021

Executive Cabinet Liaison: Vice Chancellor for Finance and Administration

Responsible Manager: Director of IT

A. Purpose and Scope

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

B. Definitions

Desktop – a personal computer designed to fit on a desk

Laptop – a portable personal computer suitable for mobile use combining the display, speakers, keyboard and touchpad/trackpad.

Monitor – a screen that displays peripheral output to the user

Printer – peripheral device that makes a readable representation of graphics and/or text on paper or similar physical media.

Projector – an optical device that projects an image (or moving images) onto a surface, commonly a projection screen.

Network infrastructure – hardware and software resources of an entire network that enable network connectivity, communication, operations and management of an enterprise network; provides the communication path and services between the users, processes, applications, services, and external networks/the Internet

Network Access Storage (NAS)- type of dedicated file storage device that provides local area network nodes with file based shared storage through a standard Ethernet connection

*All ASUN students, faculty, staff and administrators are expected to adhere to operating procedures.

Network Servers – a running instance of an application (software) capable of accepting requests from the client and giving responses accordingly. Servers can run on any computer including dedicated computers which individually are also often referred to as “the server”. Servers operate within client-server architecture. Servers are computer programs running to serve the requests of other programs, the clients. Thus the server performs some tasks on behalf of clients. It facilitates the clients to share data, information or any hardware and software resources. The clients typically connected to the server through the network but may run on the same computer.

Firewalls – a network security system that controls the incoming and outgoing network traffic based on an applied set; establishes a barrier between a trusted, secure internal network and another network that is assumed not to be secure and trusted

C. Procedures

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, department managers will evaluate the ongoing need and, if deemed necessary for replacement, will notify ITS of the need to replace the item.

D. Related Information

All of the Information Technology Services policies and procedures will be available on the portal under the Information Technology Services tab.