

## DESKTOP COMPUTING

### PURPOSE

This policy establishes guidelines and expectations for the proper administration, use, and management of desktop computing resources within the College.

### POLICY STATEMENT

Edison State Community College uses the Microsoft Windows operating system on its desktop PCs. There are instances, however, when certain staff members and classroom environments require non-Windows based operating systems. Such a system may be justified for an employee by a significant prior investment by the individual in such technology or, for example, by the industry standard related to the curriculum taught by a faculty member. Similarly, classrooms may be equipped with such systems if this represents the industry standard for the curriculum, or if it is justified by a prior institutional investment in software.

Requests from Departments for such systems should be coordinated with the IT Department, and should be approved by the requesting employee's supervisor.

Employee computers are purchased in bulk and swapped out according to a 5-year replacement cycle (or longer in the case of lower-usage deployments). Every effort is made to upgrade existing hardware, and to swap out failed parts to lengthen the item's life.

The IT Department must recommend network-compatible devices, facilitate the purchase, and synchronize the device with the College network, but assumes no responsibility for the troubleshooting of such devices beyond initial setup.

### Computing Labs

Computers for student and public use at Edison State Community College are purchased in bulk and swapped out according to an asset replacement cycle (shorter in areas that require more contemporary technology, or longer in the case of lower-usage deployments). Every effort is made to upgrade existing hardware, and swap out failed parts to lengthen the item's life.

Computers are the property of the College and are provided as tools to support the College's mission. When a computer is replaced, it becomes available for reassignment to other uses at the College. Replaced items that are not "end of life" or "end of support" are "trickled-down" to areas where their continued usefulness is assured. Disposition of old hardware occurs in instances of "end of life" or "end of support" of the product. "Garage sales" are publicly announced, and held as needed for those items with resale value. Items are sold on a first-come/first-served, cash-only basis, with no warranty regarding operation or service beyond the point of sale.

### Printers

The College requires the use of "network printers"—printers that are connected to the network and shared by a group of workers. There may be situations that call for single-user, desktop printers. Examples include access for the physically challenged, unique need for a specific printing feature, and a valid concern for privacy/security. In instances where an Academic Dean or administrator (Director or higher) determines that an individual employee requires a desktop printer, he or she is requested to consult with IT to find the right printer to meet the individual needs. Such desktop printers are supply items to be purchased using the Department's

office supply funds. IT support for desktop printers is limited to installation only. Following installation, individual printers connected to a single workstation will not be supported by IT. The individual Department will be responsible for warranty matters, maintenance, ink purchases, and replacement of the unit.

#### **Facsimile (Fax)**

Facsimile (fax) transmission is quickly becoming an increasingly outmoded means of communication. Whenever possible, fax machines are being phased out of use on the Edison State campuses and replaced with an e-fax alternative (a FERPA and HIPAA compliant third-party vendor that handles “fax” transmission and receiving as attachments to e-mail messages).

#### **PERSONS AFFECTED**

All Edison State Community College employees.