

Policy Title: Supported Computer  
Equipment  
Effective date: 09/10/2014  
Last Revision: 09/08/2014

## Supported Computer Equipment / FIN-ITS-014

### I. Purpose of the policy

Information Technology Services (ITS) provides and maintains technology resources on behalf of the university to support the work of students, faculty and staff. In order to provide cost effective and efficient services which comply with PSU and USNH policy as well as applicable federal and state laws, ITS provides support services for all computer equipment.

### II. Applicability and Authority

This policy applies to anyone making use of, or purchasing equipment using university funds (including grants).

### III. Detailed Policy Statement

Support and maintenance of all computers is the responsibility of ITS. All other individuals are prohibited by PSU policy from installing or modifying computer hardware or software on computers owned by the university unless prior authorization has been granted by ITS.

- All computer equipment will be inventoried by ITS.
- All computer equipment (laptop / desktop / tablet) must be purchased through ITS.
- All peripheral purchases above \$250 need to be purchased through ITS.
- Any computer incapable of running a current vendor supported Operating System (OS) will be taken out of service (See the supported software list).
- At the discretion of ITS, in consultation with the purchasing entity, any computer incapable of running a supported software package based on the use of the computer (See the supported software list) will be taken out of service.

#### a. Computers (Laptops / Desktops)

- i. ITS is charged by PSU with the responsibility to determine when computer equipment is beyond the period of being supported. (See the supported hardware grid for details).
- ii. The standard lifetime of a computer is 4 years

Plymouth State Policy

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1. Three year manufacturer's warranty
  2. One year without warranty, during which time the cost of the repair/replacement will be the responsibility of the original purchasing entity. ITS will make the final determination as to whether it should be repaired or replaced.
- iii. Life extension
1. ITS, in consultation with the purchasing entity, may extend the life of a particular machine through repurpose or enhancement to a maximum of five years, at which time it must be replaced.
  2. Any computer older than four years will receive minimal support. If it is running, meets needs, and does not require new parts we will do our best, within reason, to assist with problems. It is highly recommended that any computer in this category be replaced.
- b. Tablets
- i. Apple or Dell
    1. PSU ITS will not directly service these machines due to their design.
    2. During the warranty period, ITS will facilitate warranty repair with the manufacturer
  - ii. Non Apple/Dell
    1. These are unsupported and cannot be serviced by IT staff.
    2. ITS may be able to coordinate a return to manufacturer for service.
- c. Printers / Copiers / Multi-function
- i. All desktop ink cartridge models are unsupported. ITS will look for any obvious hardware problems causing the fault and attempt to resolve. This attempt will generally not exceed ten minutes of time. Responsibility for replacement /repair is on the owner / department.
  - ii. Any network printer listed in the supported hardware list will be serviced, at the discretion of ITS, based on:
    1. Coverage under a manufacturer warranty.
    2. It being less than 7 years of age.
    3. Availability of parts
    4. Cost of repair

5. Time required for carrying out the repair.
- iii. Multi-function devices
    1. PSU participates in a university system contract to acquire devices with an appropriate capacity rating for their use exclusively from the contract.
  - iv. Repurpose / end of life
    1. ITS will not repurpose/redeploy a machine that is within 12 months of its normal end of life.
    2. Equipment being replaced is removed from the office / location by ITS staff to assess whether or not it should be repurposed or placed in surplus.
    3. It is the responsibility of ITS to collect, securely erase and dispose of computer equipment.

#### IV. Procedures

- a. Purchase requests using PSU or Grant funds involving any of the following items must be emailed to [tech-orders@plymouth.edu](mailto:tech-orders@plymouth.edu)
  - Desktop Computer
  - Laptop Computer
  - Computer Monitors costing more than \$250.00
  - Any Network Printer (regardless of cost)
  - Computer Docking Stations
  - Any Video conferencing equipment (regardless of cost)
  - Projectors
  - TV's
  - Camcorders costing more than \$250
  - Scanners costing more than \$250
  - Cameras costing more than \$250
  - **All Software** regardless of the price
- b. Items listed below (provided the overall purchase is priced \$250 or less) can be purchased using a p-card. Please keep in mind that GovConnection offers free shipping on any order. If you are not currently authorized to be on the free shipping list at GovConnection please e-mail the Helpdesk to open a ticket to be placed on that list. Shipping should be considered in your overall purchase cost.
  - PowerPoint clickers
  - External Hard Drives
  - USB Keys

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- Digital Cameras
- Monitors
- Keyboards and Mice
- Scanners or personal printers\*
- Toner cartridges for department printers other than the MFD's.

\* Indicates that use at PSU is discouraged.

V. Sanctions statement(s) for non-compliance

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

VI. Definitions

Multi-function Any printing device that provides multiple function (e.g. printing, copying, scanning, fax, etc.)

VII. Related Policies / References for More Information

- Surplus Equipment Policy
- Technology Repair Services
- Sensitive and Confidential Information
- USNH Online Policy Manual
- Supported Software List
- Supported Hardware List

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