

OFFICE OF INFORMATION TECHNOLOGY (OIT)

Policies and Procedures Manual

4.1. Technology System Lifecycle Upgrades Policy

4.1.1. Purpose

- 4.1.1.1. To provide University of La Verne students, faculty, and staff with an appropriate computing hardware platform that allows them to do their work in the most effective manner possible.

4.1.2. Policy

- 4.1.2.1. The Office of Information Technology (OIT) shall maintain a system life cycle upgrade process that provides regular upgrades to campus technology to maximize user efficiencies and minimize replacement and support costs.
- 4.1.2.2. Laptops used by individuals will only be upgraded as part of the System Lifecycle Upgrade process if the computer is designated as the individual's primary machine or they have filed a successful appeal to have more than one system (see Procedure section below).

4.1.3. Procedure

- 4.1.3.1. Only one computer per person shall be regularly upgraded under the system lifecycle upgrade process. Individuals with more than one computer will designate the machine they use as their primary system.
- 4.1.3.2. Individuals using more than one computer will need to obtain funding for the upgrades of these secondary/tertiary machines through the annual budget process from departmental funds.
- 4.1.3.3. Faculty or staff who require more than one computer to effectively perform their duties may file a written appeal (faculty to the Provost, staff to the Chief Information Officer) to have both systems upgraded within the System Lifecycle Upgrade process.

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- 4.1.3.4. Laptops for faculty and staff to checkout for a specified amount of time, will be made available via the Classroom/Lab Support team (and upgraded under the System Replacement Lifecycle).
- 4.1.3.6. OIT will target a regular system replacement lifecycle for hardware as follows, budget and funding permitting:
 - 4.1.3.6.1. Desktop computers shall be upgraded on a four-year lifecycle.
 - 4.1.3.6.2. Laptop computers shall be upgraded on a four-year lifecycle.
 - 4.1.3.6.3. Student Computer Lab computers in “open” (OIT managed) labs shall be upgraded on a three-year lifecycle with replaced machines being used for low-end “trickle-down” administrative replacements where possible. Those computers in “closed” (non-OIT managed) computer labs should be upgraded on a four-year lifecycle.
 - 4.1.3.6.4. Monitors shall be replaced on an as-needed basis from funding based on an estimated six-year lifecycle.
 - 4.1.3.6.5. Printers shall be replaced on an as-needed basis from funding based on an estimated six-year lifecycle.
 - 4.1.3.6.6. Servers shall be upgraded on an as-needed basis depending on (functionality and support issues) from funding based on an estimated seven-year lifecycle.
 - 4.1.3.6.7. Network hardware shall be replaced on an as-needed basis from funding based on an estimated seven-year lifecycle.
 - 4.1.3.6.8. Miscellaneous hardware (e.g. data projectors) shall be upgraded on an as-needed basis depending on functionality and support issues from funding based on an estimated six-year lifecycle.

4.1.4. Approval and adoption

- 4.1.4.1. Approved by the Chief Information Officer and Executive Vice President and adopted effective 10/15/2002.

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- 4.1.4.2. Changes made to add provisions to clarify laptop purchase procedure and provide laptops for faculty checkout. Approved by the Chief Information Officer and Executive Vice President and adopted effective 12/5/2002.
- 4.1.4.3. Changes made to correct laptop checkout department name, consolidate laptop checkout process regardless of employee group, and extend replacement timeline of laptops to 4 years to match the desktop computer upgrade timeline. Approved by the Chief Information Officer and Executive Vice President and adopted effective 7/28/2005.
- 4.1.4.4. Updated naming of ULV to La Verne as well as formatting of document. Reviewed and approved by the Chief Information Officer and Vice President for Facilities & Technology Services and adopted effective 11/1/2017.
- 4.1.4.5. Updated terminology and technologies and move approvals to the end of document. Reviewed by Senior Directors of Infrastructure and Enterprise Applications, and CIO and adopted effective 7/1/2020.
- 4.1.4.5. Reviewed by AVPs of Infrastructure and Systems, Enterprise Applications, and CIO with no changes made as of 7/1/2023.