

UWEC Computer Hardware & Software Rotation Policy

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Approved by Chancellor 12-4-2001

UWEC is implementing a two-year rotation on supported software and a four-year rotation on desktop computers (PCs and Macs). At the end of the four-year cycle, equipment will be surplus off campus.

How

- ✓ We will work with departments/units to establish and publish a rotation schedule to convert to the current version of a given OS and application suite a department/unit at a time.
- ✓ We will utilize software (SMS and Network Assistant) to push critical updates to our customers' PCs/Macs. Updates will include security fixes, software patches, anti-virus definition files, and minor version upgrades of applications that do not require any training or changes in how the customer uses his/her computer. *Note: this critical service will only be implemented on computers where the faculty/staff member does not have local administrator rights.*
- ✓ Repair costs for computers and printers will be charged back to the department/unit one year after the warranty expiration. PCs currently ship with a three-year warranty; Macs can be purchased with a one, two or three year warranty.

Why

- ✓ A planned approach minimizes staffing requirements.
- ✓ Computer hardware/software rotation is a critical element in meeting user expectations.
- ✓ Most bugs are fixed only in new versions of software.
- ✓ Up-to-date software requires up-to-date hardware. Software normally has minimum memory and processor requirements that older computers cannot provide.
- ✓ Computer hardware reaches a cost in human resources and dollars where it is no longer cost effective to retain.

Anticipated Results

- ✓ This plan will reduce faculty/staff frustration because they will know when the next configuration is coming. Department/unit-wide planning for technology changes will be facilitated.
- ✓ Customers' expectations can be met because the rotation process and timetable have been defined clearly.
- ✓ Consistency/compatibility across campus computer facilities (desktops, labs, etc.) will be enhanced.
- ✓ Improved support will be available to faculty/staff.
- ✓ The campus will have a predictable and orderly transition period on which it can rely for planning purposes.
- ✓ Training resources can be focused on the software that is being supported—the campus will not dilute support because of simultaneous use of three and four different versions of software.
- ✓ Because a planned approach to software and hardware changes exists, we will be able to implement methodologies and tools that could allow just-in-time learning.
- ✓ By pre-configuring software and solving incompatibilities before the software gets installed we can save your time. This gives our faculty/staff time to devote to other matters.