

Subject: Recommendations regarding the Computer Life-Cycle Replacement Program

The University Senate makes the the following recommendations regarding the University Computer Life Cycle Replacement Program.

1 Administrative Rights

In the academic context of the University, personal computers are used for a wide range of purposes related to the research, scholarship, creative work, and instruction performed by faculty, librarians, specialists, and some professional staff. Hence, no standard computer configuration image can meet these diverse needs. Moreover, the knowledge and expertise related to particular software and configurations is tightly linked to the specialized expertise of the respective individual end users.

Currently, machines issued under Life-Cycle program are configured, by default, such that the user's account on the machine does not have administrative rights. This configuration restricts the user from installing additional software and, in some cases, from applying updates to already installed software. To install or update software, the user must obtain the assistance of a person with an account on the machine that has administrative rights, typically IT support staff in their unit. IT support staff do not necessarily have the specific knowledge or expertise of the diverse specialized needs of the users.

Recommendation Administrative rights should be granted upon request, at the time of issue or a later date, for the person issued the machine under the Life Cycle Program. If Technology Staff have a specific, defined reason that administrative privileges should not be granted to an individual, the rationale should be presented in written form to the user along with a clear point of contact who has sufficient authorization to resolve the outstanding issues.

2 Replacement Process

Recommendation At the start of each academic year, all individuals who are due for a new computer under the Life Cycle Program should be notified regarding the specific process, and the machine options, along with a date range for replacement of his/her machine. Each person should have a designated single point of contact who is able to address questions and concerns regarding his/her upcoming Life-Cycle replacement. Each person issued a machine under the Life Cycle program should be able to look up basic information, such as the required return date for his/her current machine, on a Web site by authenticating with his/her NetID.

3 Life Cycle Length

The Life-Cycle Program previously provided users with a new machine every three years, but this was changed to four Years. However, personal computing technology has continued to evolve rapidly.

Recommendation The Life-Cycle replacement should occur approximately every three years.