



Library and Academic Technology (LAT) Technology Purchasing Policy

1. Purpose

- a. This document outlines Washington College (WC) technology purchasing policies and procedures for the campus community. These policies provide guidelines for the purchase of hardware and software, technical support, and disposal of hardware. The overall goal is to provide employees with access to the hardware and software they need to perform their jobs effectively.

2. Purchasing

- a. The Director, Client Support and Technical Services (CSTS) must approve all technology hardware purchases to ensure the best pricing, supportability and compatibility with WC's network and other technology hardware. Consumables and accessories (toner, cables, adapters, etc.) may be purchased without IT approval.
- b. Newly created faculty/staff positions will be equipped with new computer workstations funded through the LAT Computer Hardware Replacement Budget. If a new employee fills an existing job, their predecessor's technology gets assigned to them.
 - i. Supervisors – Email the Director, CSTS when you begin your search for a new employee. Once the order for new IT hardware has been placed, it will take several weeks to arrive. After the new employee has accepted the position offer, contact the Director, CSTS to plan the equipment installation.
- c. Technology purchases should be ordered and delivered to the IT Acquisitions Office for receiving, inspection, and inventory. The items will then be transferred to Client Support for configuration and scheduled deployment. IT Acquisitions is required to inventory all capital technology hardware. Some IT items are considered capital, although the value is significantly less than \$2,000 due to the number of the same type that WC purchases each year. Expenditures categorized as supplies or consumables, purchased from operational funds, get inventoried and tagged at the discretion of the IT Acquisitions Office.

3. Software

- a. All software acquisitions must get purchased through the office of Library and Academic Technology.
- b. When requesting software, please have a quote from the vendor or link to a website for purchasing. Individuals must also provide LAT with their budget manager's approval and a charge code.
- c. Software licenses that are a one-time purchase and exceed \$2,000 are considered capital purchases and require additional approval before the purchase can move forward.
- d. Faculty using enhancement or start-up funds must provide a letter which details the authorization to use said funds for software purchases.

4. Computers

- a. Washington College's, Library and Academic Technology department, provides eligible faculty/staff members with a standard configuration computer equipped with a standard software load. Standard hardware configurations can be found here: <http://washcoll.edu/comrec>. Additional details about WC licensed software can be found

here: washcoll.edu/software. If an employee has a need for portability or frequently works remotely, a laptop will be provided, instead of a desktop computer.

- b. Exceptions to the standard hardware configuration, or the one computer per employee guideline should be addressed to the Director, CSTS. Additionally, requests for non-standard equipment, such as extra-large monitors, tablets, and other accessories are funded from the requesting department's budget and approved by the Director, CSTS.
- c. Washington College maintains a 4 years replacement cycle for faculty/staff computers. Classrooms, labs and other academic spaces are upgraded at LAT's discretion as the budget allows. Whenever possible, LAT will reuse upgraded workstations until the equipment reaches end of life/retirement.

5. **Printers**

- a. Washington College provides high output black and white print/scan/copy machines in each academic and administrative building on campus. Several buildings have multiple copier machines for various departments. The copiers are leased and replaced on a 3-year cycle. Personal, or office printers must be approved by the department supervisor and the Director, CSTS. Requests for personal printers are limited to a business need, such as the need for color or confidential printing. Small office printers can be an expensive investment, due to the high cost of toner. The department requesting the small office printer must fund the purchase. Office printers are replaced when they reach "end of life" and are no longer repairable. Requests for replacement personal printers should be made by the requesting department to the Finance Office when budget requests are due.

6. **Disposal**

- a. Washington College's Library and Academic Technology department will collect and dispose of all surplus or retired IT hardware and ensure all data has been destroyed. IT hardware will be processed and recycled in the environmentally correct manner according to local, county, state and federal regulations.

7. **Exceptions**

- a. This policy provides the basic guidelines for acquiring and upgrading computer hardware at Washington College. Exceptions to these guidelines should be approved by the department supervisor and the Director, CSTS.

Service Liability and Privacy Statement

The Washington College (WC) HelpDesk will use its best efforts to resolve customer's technical problems in a professional, reasonable and timely manner, taking into consideration the circumstances and nature of the technical issues. Individual response times may vary depending on the complexity of the problems, the availability of parts, or situations outside the HelpDesk's control. The HelpDesk endeavors to ensure that requests for technology assistance get resolved. However, we do not guarantee that we can solve all issues because some hardware and software problems may not be correctable. The HelpDesk's consultations, constitute our best advice and suggestions. The HelpDesk reserves the right to refrain from providing any or all services ordered and refund your payment if reasonable. The HelpDesk will never share user's content on their computer with anyone unless we are required to do so because it violates Washington College Policy or state or federal laws.