



FITCHBURG STATE UNIVERSITY

User Device Refresh Policy

Version 1.1	Last Updated: 5/29/2024
Security Level: Public	Issued: 8/17/2022

Purpose

This policy provides guidelines regarding the refresh of desktops, laptops, tablet computers and mobile phones at Fitchburg State University.

Scope

This policy applies to all desktops, laptops, tablet computers, and mobile phones purchased with Fitchburg State funds or grant funds, regardless of their actual location of use.

Policy

Standardization

Fitchburg State currently supports specific device makes and models. These systems were chosen to allow diversity in brands, capabilities, and operating systems yet provide enough similarities to maintain adequate support and knowledge. Standardization also significantly reduces costs through bulk purchasing discounts.

General Policy

- Only one computer per full-time faculty or staff will be refreshed using IT funds.
- Laptops will be issued to all full-time personnel.
- Tablets may be purchased and refreshed with departmental funds.
- Computers or accessories lost or stolen, or that show signs of abnormal wear and tear will be replaced by the department assigned the equipment.

Refresh of Existing Systems

- Computer systems will be refreshed within the fiscal year in which they are determined to be end-of-life.
- Tablet computers and mobile phones must be purchased with departmental funds and will not be refreshed by IT. They may be used until the manufacturer no longer provides security updates for them and then must be disposed of or refreshed by departmental funds.

- A computer will be refreshed on a one-to-one basis only. Any old system must be returned to the Information Technology department for disposal.
- Full-time employees shall have the following options when replacing their existing system. These options may include an external monitor if they do not already have one:
 1. A Windows-based laptop.
 2. A Mac-based laptop.
- If additional resources are needed, the request will be evaluated based on the business use case and may need to be covered by the user's department.
- Users will be notified by email when their device is due for refresh, and can make an appointment time and choose their desired device at that time.

Lost, Damaged, or Stolen Items

- Any computers or accessories that stop functioning within their normal life cycle not due to misuse will be replaced by the Technology department.
- Any computers or accessories that are lost, stolen or damaged within their normal life cycle must be replaced by department funds. These items will not be refreshed until replaced.

Adjunct Faculty

Adjunct faculty will not be supplied with a computer. Shared systems are available within each department for their use.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including loss of access rights and/or termination of employment under adherence to their respective collective bargaining agreement. Students found to have violated this policy may have their access removed and may have additional actions taken as directed by the Student Code of Conduct.

Revision History

Date of Change	Revision	Responsible	Summary of Change
8/17/2022	1	Steve Swartz, CIO Sherry Horeanopoulos, CISO	Creation of Policy, Start of Revision Tracking, Formatting of Document
5/29/2024	1.1	Eric Boughton, CISO	Formatting. Matched wording for scope and purpose.