I. Introduction

Charles Drew University of Medicine and Science (the University) provides desktop, laptop, and server computers to faculty and staff to facilitate the University’s mission of education, research, and service. The University is committed to providing members of the University community with reliable technology, and a stable and secure operating environment, while also being responsive to the academic and business needs of our community.

Desktop and laptop computers are an integral part of the University infrastructure, and represent a significant capital and operating expense. This equipment requires maintenance and upgrading on a regular basis, and failure to maintain the hardware and software creates significant risks to the University network. Technical support personnel are better able to resolve problems and can provide maintenance more efficiently with the standardization of equipment.

In order to control costs and provide effective technical support for computers, The University is adopting standards for end-user equipment that will reduce the total cost of ownership and realize efficiencies in operations.

The University is adopting new standard configurations for all computer purchases. These standard configurations have restrictions in order to maximize system performance and to reduce maintenance costs. Different standard configurations exist depending on the end user and final installation location and purpose. Some of the benefits of implementing these standards are:

- Streamlined processes for computer acquisitions.
- Reduction in errors in configuring and ordering.
- Speedier deployment to the end-user.
- Faster support resolution for problems.
- Reduced maintenance requirements.
- Reduced support cost associated with ownership and maintenance of the equipment.
- Campus network connectivity.
- Cost savings by obtaining the best value for funds expended on the acquisitions of computers.
II. Scope

This policy applies to all computers purchased in whole or in part with University restricted or unrestricted funds that are intended for use by University employees. Grant-funded equipment must be supported, and eventually becomes the property of the University at termination of the grant; therefore, this equipment must follow the same standards set forth herein.

The following items are not covered by the standard at this time:

- Server-class machines.
- Computers not intended for desktop applications or usage.
- Computers for special purpose applications.

However, the standards governed by this policy shall be considered when performance characteristics and compatibility are substantially the same.

III. Policy Statement

It is the policy of the University that all computers purchased in whole or in part with University restricted or unrestricted funds that are intended for use by University employees or computers which the user expects to connect to the University network, or for which they will receive technical support, must follow the standards maintained and published by the Information Systems Department (http://www.cdrewu.edu/library-information-services/info-systems/purchasing).

Computers in these standard configurations may be ordered directly through Procurement. The Information Systems Department will install, connect to the network, support, maintain and repair computers which are procured in accordance with this policy.

All computers governed under this policy shall be members of the “cdrewu” domain. This domain membership shall not be changed by any individual that is not employed by the Information Systems Department. Campus computers not on the “cdrewu” domain will not be serviced.

IV. Exemptions and Waivers

If an individual believes that his or her work cannot properly be conducted using equipment from the pre-approved list, an exemption/waiver memo may be submitted to the Information Systems Department. The Information Systems Department may grant a standing exemption based the nature of that work.
After reviewing the request, a determination will be made by Information Systems as to whether the non-standard purchase will be approved. If the exemption request is denied, the requesting department may appeal the decision, and a meeting will be scheduled for the appeal by the Information Systems Department. The appeal will require the presence of the submitting department, Information Systems, and optionally the Procurement Department. Exceptions to the required standard configurations may have restrictions as to the services and support that will be available to the user of these computers.

V. Enforcement

Computer equipment purchased without following the policy and procedures set forth herein may be denied access to the University network, and may not be provided support from the Information Systems Department.

VI. Standards Review

The standard configurations supported by the University will be reviewed bi-annually by a computer standards committee comprised of members of the Information Systems Department, Procurement, and appropriate advisory bodies. Review and update of the standard configurations and pricing will also be considered when new hardware and software is released by vendors, or when University requirements change.

VII. Procedure

Computer configurations appearing on the list of standard accepted configurations (http://www.cdrewu.edu/library-information-services/info-systems/purchasing) can be ordered directly through Procurement. The Information Systems Department will maintain a small stock of standard computers on site for rapid deployment as new purchases or for repairs. On notification of an approved order, when the equipment is in stock the Information Systems Department will deliver the computer pre-configured with necessary software and settings to the end-users’ desk within 72 hours. On delivery, Information Systems will then setup and install any additional software as required/requested by the end user (with appropriate licensing/approvals). Once computers are delivered to the end user, the computer shall not be reconfigured or rebuilt by any individual that is not employed by the Information Systems Department.