

POLICY ON COMPUTER PROVISIONING

Effective Date: July 1, 2013

Originating Office: Office of the
Vice-President, Services

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PURPOSE

Client Computers (as defined below) are intended to support the overall objectives and operations of the University. This Policy sets out University-wide standards for computer provisioning in order to reduce the cost of ownership, provisioning delays and to provide reliable information technology (“IT”) support to University members.

The objectives of this Policy are to:

- Achieve and maintain a computing environment that provides a high level of productivity for University members
- Reduce the total cost of ownership of Client Computers across the University through volume acquisition
- Maximize the life cycle of Client Computers
- Promote the planned and coordinated renewal of IT assets through an inventory process and a needs prioritization
- Establish a standardized Baseline Computing Environment
- Enhance technology compatibility throughout the University
- Facilitate deployment of standardized software applications and update releases
- Improve technical support to University members
- Ensure that best sustainability practices are applied in the provisioning and disposal of Client Computers.

SCOPE

This Policy applies to all departments and units of the University that purchase Client Computers. All departments and units are required to purchase standard computers from any source of funds with the exception of the exempt funds as defined below.

Nothing in this Policy shall replace or supersede any provisions set out in other [University's Official Policies](#) but it shall supersede any Faculty, Departmental or Research Unit policy or guidelines with respect to the purchase of computers.

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DEFINITIONS

For the purposes of this Policy:

“Standard Client Computer” means End User computer and related components and accessories configured according to the specifications of the University. This excludes Tablets which are identified as a mobile device that can establish a network connection using ONLY a wireless connection (WiFi and/or Bluetooth), and optionally with cell phone carrier.

“Non-standard Client Computer” means End User computer and related components and accessories configured differently from the “Standard Client Computers” above.

“Baseline Computing Environment” means the aggregate computing environment of Concordia made up of Client Computers including all hardware and software.

“Local IT Staff” means staff that performs technical support within a University department or unit.

“End User” means a member of the University community using a Client Computer to carry out University activities.

“Exempt funds” refers to:

- External research funding agency funds which includes industrial funded research funds including but not limited to NSERC, etc.
- Concordia University Research Chairs funds
- Start-Up funds for new faculty members

POLICY

Authority

1. Under the authority of the Vice-President, Services, the Chief Information Officer shall be responsible for the application of this Policy.
2. The Chief Information Officer shall be responsible for ensuring that this Policy and any associated guidelines, procedures and standards are reviewed every three years and shall make recommendations for any revisions to the Vice-President, Services.

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Client Computer Standards

3. The IT Standards Committee shall consider, develop and recommend IT standards and norms for the University to the IT Advisory Committee. These standards and norms shall be set and reviewed on an annual basis or as requested by the IT Advisory Committee.
4. The final decision with respect to the implementation of Client Computer and Software Standards rests with the Vice-President, Services.
5. The Client Computer Standards shall be maintained and updated on the IITS web site.
6. A department or unit may decide to use one or a combination of the Client Computer Standards.

Client Computer Software Standards

8. Client Computers will be provided with standardized Software applications, including future upgrades as they become available and are deemed stable.
9. The Client Computer Software standards shall be maintained and updated on the IITS web site.

Procurement Guidelines

10. The acquisition of Client Computers and Software is a recurring cost requiring long-term planning. It is the responsibility of each Dean/Director to assess the need for Client Computers and Software acquisition and renewal in the various units reporting to him/her. Requests for renewal of Client Computers and Software should be approved on the basis of sector needs and priorities.
11. The acquisition of all Client Computers and Software shall be done in accordance with the *Procurement Policy* ([CFO-20](#)). Client Computers and software acquisition must be done with an electronic requisition and may not be bought using a Corporate or Purchasing Card, or any personal funds including credit card (which will not be reimbursed via an Expense Report)
12. University members who have specialized computing needs may acquire non-standard

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Client Computers upon the approval of a completed waiver from standard configuration form. This form requires the approval of the Chief Information Officer or delegate prior to the purchase and can be found on the IITS web site.

13. Global request for proposals related to standard computers provisioning must include an EPEAT Gold rating in the technical specifications and a preference for manufacturers who strive to use conflict-free minerals for their components.

End-User Responsibility:

14. Non-standard Client Computers must be acquired with a vendor maintenance/service contract of three (3) years and must be configured with the University Virus detection software as listed on the IITS web site.
15. All Client Computers (standards or not) must be inventoried, tagged and engraved according to the procedure established by IITS.

IT Support

16. IT support for standard Client Computers shall be provided by Instructional and Information Technology Services (“IITS”) except for departments with Local IT Staff .
17. Non-standard Client Computers purchased with research funds or through the use of the Waiver, will be supported by IITS or Local IT Staff on a “best efforts” basis.
18. Software installation on Non-standard Client Computers will be supported by IITS or Local IT Staff, if they have been tagged, engraved and inventoried as mentioned in clause 15 above.
19. For all client computers, it is MANDATORY that critical patches be automatically installed and the antivirus software be installed. It is strictly forbidden to deactivate or de-install such software.

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Replacement Cycles

18. The University will strive to replace Client Computers every five (5) years.

Decommissioning of Client Computers

19. Proper end-of-life procedures for computers and their components are an essential part of Concordia's sustainability commitment since they contain toxic materials which can leach into soil and water when discarded in landfills. Reuse and recycling of electronics also reduces the need for unnecessary environmentally harmful mining operations.

It is the End User's responsibility to ensure that old computers and their components are never discarded in trash bins. Before a computer is decommissioned, it is the End User's responsibility to identify any data that needs to be retrieved and to take the appropriate measures to safeguard it.

20. IITS or the Local IT Staff shall erase the hard disk to ensure that no information can be recovered, using a standardized sanitizing secure method.
21. For decommissioning purposes, IITS will ensure that computers are evaluated for internal reuse, donation, or external recycling, in that respective order. IITS shall coordinate and track the internal reuse or donation processes. Distribution and Custodial Services shall coordinate the external recycling processes in collaboration with Environmental Health and Safety.