

WVU Tech Computer Standard

11/10/21

1. Purpose and Scope

The objective is to establish a policy and guidelines for purchasing and replacing computers for all WVU Tech employees whose work assignment requires access to a computer.

WVU Tech employees expect the ergonomics and convenience of a full-size keyboard, mouse, and dual monitor setup traditionally associated with a desktop. To meet these expectations of ergonomics and convenience while maximizing the impact of technology funds across the campus, the goal is to replace aging desktop computers with laptop computers and docking stations. Docking stations allow all the peripherals that normally connect to a desktop tower to connect to a laptop with a single cable. A laptop and docking station provide the same ergonomics, convenience, and overall user experience as a desktop when docked, while allowing users to undock/unplug their laptops and retain the mobile benefits of a laptop.

Over the next several years all faculty and staff will be transitioned to a “one device per position” standard to support a more cost-effective utilization of limited university funds. In addition, fewer ITS-supported devices will support more effective use of the time and resources of WVU Tech’s ITS staff.

The Central Computer Fund (CCF) put in place by Campus President Carolyn Long can be used to replace computers that are over seven years old if a department does not have the funds to do so. Specific conditions must be met before CCF can be used to replace a computer (See Section 7).

The WVU enterprise is designed around the use of Windows operating systems, which makes supporting Windows computers cost-effective and efficient. When a new computer is received from Dell, it is booted to a Software Center Configuration Manager (SCCM) boot disk and automatically configured to standard WVU specifications. This task takes several hours to complete but does not require the presence of an IT professional, which allows IT staff members to address other needs across the campus.

The process includes:

- Installing the WVU-supported operating system, Windows 10, and its latest updates
- Installing drivers for every model of business class Dell computer
- Installing and configuring Microsoft Office software including Outlook email settings, Teams, and license activation
- Installing Sophos anti-virus and applying configurations that allow WVU Tech staff to manage the installations
- Installing Spirion Identity Finder – Security software for SSN’s and Credit Card numbers
- Installing LanSweeper, WVU’s inventory software
- Installing Java, VLC Media Player, Google Chrome, Mozilla Firefox
- Configuring a local user account for ITS staff to use in remotely assisting end users
- Joining the computer to WVU’s Active Directory domain

The SCCM software also makes additional software available for single click installs. Some of the programs listed in the Software Center include Adobe Creative Cloud, GlobalProtect VPN Agent, and Zoom desktop client available for installation by the end-user with a single click in the Software Center.

WVU's Active Directory (AD) Services allow users to log in to computers running a Windows operating system anywhere on campus with one set of credentials. Additionally, WVU's AD services make it possible to deploy critical configurations to computers via group policy including:

- Automatically setting policies for Board of Governors approved WVU security standards
- Automatically making configurations for full-drive encryption on computers (which is a WVU security policy), which protects if your data/research if your laptop is lost or stolen
- Automatically mapping drive letters to your network file shares including your personal J: drive and departmental N: drive
- Automatically connecting to shared printers

2. Standard Computer Configurations Issued to WVU Tech Faculty and Staff

2.1 The only supported operating system at WVU Tech is Windows 10 Enterprise.

2.2 The standard computer supported at WVU Tech is a business-class Dell laptop or desktop computer.

2.3 The standard computer issued to faculty positions is a Dell business-class laptop with:

- 2.3.1** two monitors
- 2.3.2** docking station
- 2.3.3** keyboard and mouse
- 2.3.4** webcam
- 2.3.5** speakers

2.4 New faculty replacing a faculty member who has left the University will be provided with the existing equipment attached to that faculty position unless the equipment has reached the end of its service to the University.

2.5 Current faculty who were issued both a desktop and a laptop when they were hired may continue to keep both currently assigned devices, but when their current desktop computer reaches "end of life" and no longer qualifies for repair, it will not be replaced with a desktop computer.

2.6 Staff positions may be issued either a standard configuration Dell laptop or desktop based on the position's job requirements.

2.7 The hardware specifications of the *Standard Computer Configuration* are as follows:

- 2.7.1** Chassis: Business-class Dell desktop or laptop, depending upon their work assignment, (faculty versus staff, as explained above in Section 2.4 and 2.6)
- 2.7.2** CPU: Intel i7 series
- 2.7.3** RAM: 16GB
- 2.7.4** Storage: 512GB Solid-state drive (SSD)

2.8 The *Standard Computer Configuration* is purchased with 5 years of Dell ProSupport Warranty.

2.9 The hardware specifications of the *High-end Research Laptop Configuration* is as follows:

- 2.9.1** Chassis: Dell Precision-Series Laptop
- 2.9.2** CPU: Intel i7 series
- 2.9.3** RAM: 16GB
- 2.9.4** Storage: 512GB Solid-state drive (SSD)
- 2.9.5** Graphics: 4GB Discrete graphics card

2.10 The *High-end Research Laptop Configuration* is purchased with 3 years of Dell ProSupport Warranty.

3. Exceptions to the Standard Computer Configuration or Operating System

3.1 If the WVU Tech standard computer or operating system does not meet the needs of the employee to fulfill his or her job requirements, a written exception must be provided with justification explaining why the WVU Tech standard computer or operating system cannot meet their needs.

3.2 Personal preference is not an exception to the WVU Tech standard computer or operating system.

3.3 Requests for exceptions must be submitted to the WVU Tech Director, who will consult with the Campus Provost and Campus President to determine whether the submitted justification warrants an exception as described in **§3.1**.

4. Limits on the Number of University-Owned Computer Devices per Position

4.1 University-owned computer devices are assigned to employment positions rather than individual employed persons.

4.2 It is the responsibility of each department to manage the assignment of its University-owned computer devices to its employment positions.

4.3 Each employment position at WVU Tech may only be assigned a maximum of one University-owned computer device. The only exceptions are current faculty and staff who were issued both a desktop and laptop when they were hired as described in **§2.5**. They may continue to keep their desktop computer until such time as it can no longer be repaired or is older than 7 years.

4.4 University funds may not be used to purchase a device for a position to which one University-owned device is already assigned unless a written exception is provided with justification as to why one University-owned computer device cannot meet the employee's needs.

4.5 The WVU Tech Director of IT will consult with the employee's supervisor about the employee's needs and will advise the Campus Provost and Campus President if a provided justification warrants an exception as described in **§4.3**.

5. Repairing Versus Replacing Computers

5.1 If a computer is not functioning properly and is out of warranty, it will be left to the discretion of WVU Tech ITS Director as to whether it can be repaired or needs to be replaced.

5.2 Repairs to computers purchased with WVU Tech funds must be made by WVU Tech staff, unless the ITS Director authorizes a repair by an external vendor.

5.3 Any University-owned desktop computer more than 7 years old that ceases to function properly will not be repaired. It will be replaced with a laptop and docking station.

5.4 Unless approved in advance and in writing by the WVU Tech IT Director, it is prohibited for anyone other than ITS staff members to:

- 5.4.1 Open, remove, or otherwise modify the case of a University-owned computer device.
- 5.4.2 Replace, remove, repair, upgrade, or otherwise attempt to modify any internal hardware component of a University-owned computer device including, but not limited to: processors (CPU), memory (RAM) modules, internal storage drives, power supply units, batteries, PCI express add-on cards, system boards, and fans.

5.5 Approval from the WVU Tech IT Director must be obtained before purchasing any internal hardware component that will be installed in a University-owned computer device. The WVU Tech director of IT may refuse to install or forbid the installing of any internal hardware component purchased without first obtaining his or her approval.

5.6 WVU Tech funds cannot be used to purchase computer hardware components to repair University-owned computer devices that are more than 7 years old and have stopped functioning properly.

5.7 It is prohibited to attempt to repair University-owned computer devices that are more than 7 years old and have stopped functioning properly.

6. Purchasing Computers with University Funds

6.1 All computers purchased with University funds must be business class Dell products. University funds cannot be used for any other brand of computers.

6.2 All computers purchased with University funds are the property of WVU Tech and will be maintained by Tech's IT department.

6.3 Any department seeking to purchase a computer with University funds must obtain a Dell eQuote from the Director of IT and attach it to the requisition.

6.4 All computers purchased with University funds must be returned to WVU Tech IT when they are no longer being used or are at the end of usable life.

6.5 Departments are responsible for replacing computers for faculty and staff using departmental funds.

6.6 Departments must purchase computers for all new faculty and staff positions.

6.7 If a faculty member requires a higher-end computer for business reasons including research, a Dell Precision laptop (also known as a Dell research laptop) may be ordered when the standard business-class laptop does not meet his or her needs.

7. Purchasing Computers Through the Central Computer Fund (CCF)

7.1 The Central Computer Fund (CCF) may not be used to purchase computers for new faculty and staff positions.

7.2 The CCF may only be used to replace computers that are at end-of-life, for which no departmental funds exist, and only if the employee is full-time, and the employee has no other University-owned computer device.

- 7.3** An employee must surrender his or her current University-owned computer device to receive a replacement computer purchased through the CCF.
- 7.4** If an employee has two computers, the CCF cannot be used to replace his or her older computer while the employee keeps his or her newer one.