



Information Technology Services Department

Hardware/Equipment Policy

1) General Hardware Policy

- a) This policy governs Rochester College (RC) owned hardware. 'Hardware' or 'equipment', as stated in this document, includes all electronic and computer equipment owned by RC.
- b) All technology equipment with an authorized tag (Asset Tag) from RC is Rochester College property and, as such, falls under the sole responsibility of the Information Technology Services (ITS) department.
- c) The responsibility of maintaining, certifying, connecting, repairing, organizing, purchasing, issuing, collecting, relocating, upgrading, rendering obsolete and disposal of any and all authorized RC hardware belongs to the ITS.
- d) All hardware expected to be supported by the ITS department must be purchased through the ITS department and have an aforementioned asset tag.
- e) Unauthorized hardware is allowed on campus with the understanding it will not be connected to the network, nor will it be supported by the ITS department. All equipment that is connected to RC network is subject to inspection before or during use on the RC network.
- f) Members of the ITS department are allowed to work on unauthorized hardware so long as: (1) the work performed doesn't interfere with any responsibilities or duties pertaining to their job function, (2) the ITS member chooses to do so, (3) the intended customer agrees that any damage incurred by the services of the ITS member will, in no way, be the responsibility of the ITS department.

2) Maintenance Policy

- a) All department heads are responsible for budgeting and placing requests for hardware needs through the ITS Help Desk. The ITS department will do everything in its power to keep current hardware functional as it relates to the job or service it is designed or assigned to do. This, of course, is assuming that the resources are available to complete such tasks.

3) Repair Policy

- a) Only authorized members of the ITS department are allowed to perform ANY work which requires removal of the exterior panels and/or calibration of any kind on hardware belonging to RC.
- b) Repair or upgrade requests must be made through the ITS Help Desk and may or not be approved by ITS.
- c) It is the responsibility of the operator and/or department head to inform the ITS department of any problems or activity that might hinder the life of the unit.
- d) Units will be repaired as quickly as possible according to their priority. If the unit cannot be repaired it will temporarily be replaced by the ITS department with a unit capable of completing the tasks until the original unit can function properly.



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4) Off-Campus Equipment Use

- a) No hardware that is the property of RC shall be removed from campus without the express written permission from the ITS department.
- b) While equipment is off-campus, all on-campus policies still apply.
- c) The individual who has checked out RC hardware will be held liable for the cost of any damages incurred.

5) Equipment Placement

- a) ITS equipment may not be moved without supervision from the ITS department or their authorized representative. 48-hour notice is required from anyone desiring to move any RC-owned equipment. All equipment or hardware moves must be made through the ITS Help Desk.
- b) The ITS department shall have final discretion of all computer allocation and relocation. In the event of computer donation, all efforts will be made to keep the computers in the department for which they are intended.

6) Donation Policy

- a) All donated computers must pass inspection by the ITS department before being authorized as College property.
- b) Once donated, the hardware becomes the exclusive property of RC and is subject to the authority of the ITS department.
- c) Personal purchases of college hardware are allowed so long as the purchaser understands that in order for it to be certified it must first be donated to the college.
 - i) The purchaser also understands that the college maintains ownership of the donated hardware even in the event of purchaser separation from the college.

7) Rendering Obsolete and Disposal

- a) The ITS department will render hardware obsolete once it meets one or many of the requirements.
 - i) It no longer can be used anywhere on campus to perform its job.
 - ii) It has one or more defects which greatly affect its ability to perform its job.
 - iii) It is unsafe.
 - iv) It can't be upgraded or modified at a reasonable cost.
- b) ITS will remove and/or destroy all information that is considered sensitive.
- c) Disposed hardware may be donated to charity, released to college employees or given to anyone who sees value in it, at the discretion of the ITS department.

Reporting Violations/Discipline Procedure

If you believe that a violation of this policy has occurred, you should contact Information Technology Services at helpdesk@rc.edu or by calling 248-218-2080. Misuses of computer resources are reported to the Director of Information Technology.