

NC STATE UNIVERSITY

Department of Mathematics

Standard Operating Procedure

MA.INT.01.00	Department Issued Devices
Owner/Contact Information:	[Department Business Officer, ext. 3-2294, Department Head, ext 5-3200]
Effective Date:	[March 31, 2022]
Last Revised/Reviewed:	[March 31, 2022]
Related Policies:	REG 05.55.10 - Flexible Working Arrangements REG 07.30.14 – Capital Assets – Home Use of Equipment REG 07.40.02 – Reporting Misuse of State Property REG 08.00.01 - Computer Use Policy REG 08.00.02 - Computer Use Regulation RUL 08.00.18 - Endpoint Protection Standard RUL 08.00.14 - System and Software Security Patching Standard

1. PURPOSE/INTRODUCTION

This policy will clearly define the lifecycle the department will use to determine device replacement, outline which type of devices the department will provide to faculty, post-docs, staff, and graduate students, and provide procedural guidance for equipment not covered as part of the department’s lifecycle. The policy will not apply to visitors, no-pay employees, or any other unidentified constituent group as the department will not provide equipment to these groups. The policy will not prohibit any constituent group from ordering additional equipment, provided they have approved funding sources. However, any equipment ordered must comply with university EndPoint standards and may be subject to the department’s lifecycle. All devices must be purchased in accordance with university guidelines and approved by the department’s IT Systems Administrator or Department Head’s designee. This policy does not and cannot supersede any university policy, rule or regulation. This policy will take effect at the EOL of the current device. All equipment will be checked in and out through the department’s inventory system and will follow university guidelines where home use is concerned, including the use of form CA-2.

2. DEFINITIONS

DBO- Department Business Officer

Device - Computer or tablet device

iPad - Tablet created by Apple

Life cycle - The time frame the department uses to determine the “life” of equipment. The department currently determines that the life of a device shall be five years, unless EOL occurs earlier than the full five years

EOL -End of Life. The term is used when a computer’s operating system is no longer able to take the latest MacOS, Windows, or other operating systems latest version. OIT officially supports the current version and two

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versions back for Mac OS. Other operating system support varies based on support as provided by the manufacturer. EOL may be determined by the manufacturer marking the device model as obsolete in their respective service portals

OEM - Original Equipment Manufacturer

Standard set-up- Equipment set-up as determined by the IT Systems Administrator for the department of Mathematics

University Owned equipment - Equipment that is purchased with funds from the NC State University Treasury which includes direct purchase, or purchase by reimbursement from any funding source, state appropriated, ledger 5 grant funds, discretionary funds, etc

OIT -Office of Information Technology which is the University level office for information technology

3. ISSUING DEVICES

Devices as described here are considered university owned equipment and all devices purchased from Apple will include AppleCare, and per university regulation, be a managed device. The Department of Mathematics will provide devices to all permanent employees and PhD graduate students. Devices will be provided when an employee's current device(s) reaches EOL or in the case of PhD students, when a new student enters the program.

3.1 – TYPES OF DEVICES

3.1.1 In conjunction with departmental leadership, the Mathematics IT System Administrator will be responsible for creating a uniform standard device set-up. This standard set-up will be provided to each permanent employee or graduate student in a PhD program.

3.1.2- FACULTY

The department will provide a standard computer set-up to each faculty member at the time their current device becomes EOL or at the time of hire. Computers will not be ordered to specification but will follow general guidance as previously established.

- a. Choice of a desktop set-up-a Mac Mini and 27" monitor or a laptop with 27" monitor.
 - i. A device with a different operating system may be available alternatively on a case by case basis at the equivalent cost of the desktop set-up.
- b. iPad and Apple Pencil
- c. The department will only provide one computer/device set-up, per faculty member. Should a faculty member have multiple devices, the department will only provide one replacement device set-up.
- d. Should a faculty member have additional funds and wish to purchase customized equipment, they may do so, but this equipment will not be considered for replacement as part of the department's computer lifecycle and will still be subject to EOL requirements.
- e. Should a faculty member wish to use funds to supplement a single computer set-up as part of this policy with other funds (start-up, grant) then they may work with the DBO and IT Systems Administrator to establish cost. Replacement of a customized set-up will continue to require combined funds, or at EOL the machine will be replaced with departmental standard equipment.
- f. The department will continue to cost-share computer equipment ordered from grant funds at five-percent for as long as cost-share is required by OMB Uniform Guidance.
- g. Postdocs will be considered faculty for the purpose of device management.

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- i. Should a PI require a specific computer set-up that is not covered by the standard set-up as established for a postdoc, the PI will need to provide funds for the equipment. The PI may work with the DBO and IT Systems Administrator to purchase the equipment as outlined above.

3.1.3- STAFF

The department will provide a standard computer set-up to each permanent staff employee. Per College of Sciences, equipment will be provided so that each staff member may successfully work from both the office and an alternate work location, such as their residence as part of established Flexible Working Arrangements. This could be two separate setups or one setup such as a laptop with multiple screens at both locations. Additional equipment may be provided at the discretion of the supervisor to meet business needs. Equipment will follow guidance as previously established above and will include:

- a. Choice of desktop set-up or laptop with choice of widescreen monitor or dual displays. Equipment will be provided for both home and office support. This could be a single laptop, or desktop/laptop combination as determined by the position's supervisor
- b. iPad and Apple pen/pencil
- c. Quick scanning device, such as ScanSnap

3.1.5 - GRADUATE STUDENTS

The department will provide a standard laptop computer to each incoming PhD student. Each graduate student office will have one large format monitor for shared use of the office occupants. Graduate students with academic responsibilities including recitation leaders, grading, or teaching will be issued an iPad and pencil/pen for the duration of their academic responsibilities.

- a. Should a PI require a specific computer set-up that is not covered by the standard set-up as established for a graduate student, the PI will need to provide funds for the equipment. The PI may work with the DBO and IT Systems Administrator to purchase the equipment.

3.1.6 - ALL OTHERS CONSTITUENCIES

The department may provide standard computer set-ups to other groups than those listed above if it is part of a grant proposal that includes equipment, or at the request of a faculty member for a visitor and approved by the IT System Administrator or Department Head's designee.

- a. Requests for visitor equipment will be limited to standard set-ups on hand, and cannot be guaranteed if equipment is not available.
- b. Set-ups as part of grant proposals should be communicated to the DBO and IT System Administrator at time of proposal submission and again if awarded.

3.2 - REPLACEMENT OF DEVICES

For the purpose of this policy, the lifecycle of a computer in the Department of Mathematics is the established EOL as defined in 'DEFINITIONS' or by catastrophic device failure. At the discretion of the IT System Administrator and departmental leadership, the lifecycle may be extended for implementation of the policy. Lifecycle of a device may be reduced in the instance the machine has a major flaw or vulnerability and is recalled by the manufacturer. A supervisor may request device replacement for a direct report to be considered by departmental leadership, outside of this lifecycle.

3.2.1 - EOL (END OF LIFE)

- a. When a device reaches EOL, the IT Systems Administrator or a member of their team will communicate that the device will soon reach EOL and ask the user what type of set-up they would like to use to replace the device.
 - i. The user will have up to 30 days to respond to the request.
 - ii. After 30 days the request will be escalated to the Department Head or their designee.

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- b. Upon confirmation of replacement selection, the IT Team will work with the user to determine the best time to transition equipment.
- c. EOL equipment, regardless of purchasing funding source, will be returned to Mathematics IT once transition is completed.

3.3.1 - DAMAGED DEVICES

- a. Devices that are damaged due to neglect by the determination of the IT Systems Administrator will result in the device user being responsible for costs associated with repair. Replacement equipment is not guaranteed to the user until arrangements have been made with the department.
- b. Normal wear and tear damage, as determined by the IT Systems Administrator or their team will not require a fee for EOL replacement.
- c. Power supplies that are determined to be damaged beyond normal wear and tear as determined by the IT Systems Administrator or their team will be the responsibility of the user to replace at the cost of the officially branded OEM replacement.

3.4.1 LOST OR STOLEN DEVICES

- a. Devices that are stolen will need to follow guidelines which include police and/or SBI reports, but will be replaced by the department with proof of appropriate reports. Devices that are lost will be the responsibility of the user to repay at replacement costs to the department. Cost will be determined by the Department's Business Office based on standard depreciation of the equipment and OEM considerations. Once replacement cost has been received, new equipment will be provided.
- b. All pieces of a device setup must be returned in order to issue a replacement device, including power adapters/chargers for each device. Failure to return a power adapter/charger will result in the device adapter/charger being marked as lost and full replacement costs for OEM product equivalent will be required.

3.5 ADAPTERS

The department may provide required computer equipment adapters as part of standard set-ups as determined by the IT team. Adapters that are not part of the standard set-up are the responsibility of the user to provide. Any adapters that are borrowed from the department should be returned in a timely manner. Any adapters that are lost will be the responsibility of the user to pay replacement costs to the department.

3.6 PRINTERS

Printing should utilize departmental network printers.

- a. The department will not provide single office/personal printers or printer supplies for single office printers to department users.
- b. Departmental Administrators and business office staff will be provided with network printer access as well as printers and printing supplies as business needs require.
- c. Exceptions for printer supplies may be considered based on available funding.

3.7 REQUESTING EQUIPMENT

All requests for equipment should be made through it.math.ncsu.edu. Requests inline with this policy will be implemented via the IT Systems Administrator or their team. Requests outside of this policy will be reviewed by the IT Systems Administrator, DBO, and/or Associate Department Head. All device purchases will be in accordance with university guidelines including utilizing MarketPlace first initiatives. Personal reimbursements will not be allowed for device purchases.

- a. Requests for secondary devices for faculty may be made through it.math.ncsu.edu via the Request a Device form.

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- i. Requests for secondary devices for faculty will be made on a first come, first served basis and fulfilled with equipment that is on hand and available in the department's inventory.
- ii. Secondary devices may be categorized as EOL per the department's lifecycle, but may not be EOL by university or manufacturer's guidance and may be allowable for this purpose.
- iii. Secondary devices may be recalled as needed and continue to be subject to all university EOL guidance.

4. ADDITIONAL REFERENCE

- [Clarification on University Owned Computers and Grants](#)
- [Endpoint Protection Standard \(EPS\) 3D Memorandum](#)
- [Device Request Form](#)

Revision #	Subsection #	Summary of Changes	Approval Date
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