SECTION: 1.0 GENERAL

SUBJECT: TECHNOLOGY REPLACEMENT AND UPGRADE POLICY

Title: Information Technology (IT) Replacement and Upgrade Policy

Background: Lewis-Clark State College (LC State) is committed to managing its information technology resources in an organized, deliberative, and cost-effective manner.

Point of Contact: Director of Information Technology

Other LC State offices directly involved with the implementation of this policy or significantly affected by the policy: Office of the President

Date of approval by LC State authority: May 23, 2024

Date of State Board Approval: N/A

Date of Most Recent Review: May 23, 2024

Summary of Major Changes incorporated in this revision to the policy: This is a new policy.

1. **Policy**

   This policy provides guidance for evaluating and replacing new and existing technology resources to ensure clear direction for acquisition, removal, and continual compliance.

2. **Purpose**

   A. Adequate computer hardware and software are essential to the delivery and efficient management of information in today's educational institutions. Further, rapid changes in technology require a systematic plan for upgrading and replacing computers, peripherals, and other technologies to ensure that it offers access to all basic services. Having an equipment allocation and replacement policy will assist in appropriately allocating available resources in a manner that makes the best use of existing resources.

   B. This policy is intended to support and guide LC State's technology allocation refresh plan. It applies to all information technology resources of the college, whether located on the campus or in remote locations or facilities.

   C. This policy has been adopted to address the technology life-cycle maintenance and replacement needs of LC State.

3. **Objectives**

   A. Ensure that faculty and staff who use technology resources in support of the mission of LC State have access to a computer of sufficient capability, supportability, and secure operability to support computing needs (e.g., word processing, electronic messaging, internet access, spreadsheets, etc.) in fulfillment of their work responsibilities;

   B. Ensure that appropriate computing resources are available in departmental computing facilities and college offices to support the necessary work;

   C. Streamline the specification, acquisition, deployment of new equipment and redeployment or disposal of old equipment.

4. **Definitions**

   A. Acquisition of Information Technology

   Includes buying, obtaining, or developing an information technology resource.

B. Appropriate Access

Refers to the act and process of ensuring that the availability of technology resources to each member of the college community is appropriate to meet the individual's computing needs and work requirements.

C. College Data

Refers to any digital information that supports the operations of the college.

D. Information

Refers to a body of knowledge or data obtained, produced, organized, shared, or managed throughout its business operations.

   i.   Information may be shared or stored in a physical or electronic manner.

   ii. Information is not easily replaced without funding, skill, knowledge, resources, time, or any combination of these factors.

   iii. Therefore, information is considered a critical resource used to build knowledge and sustain and create organizational value.

E. Information Technology Resources

Includes any hardware, software application, service, system, or database used in support of college information and data activities. This includes systems or applications hosted on college or 3rd-party servers, services, data centers, or other hardware.

5. **Acquisition**

   A. College employees will follow all college purchasing policies, rules, and procedures for technology, including purchases with grant funds, that include sole-source contractual agreements, and specific acquisition processes.

   B. College employees will follow all required actions to ensure compliance with college cybersecurity standards, policies, rules, and guidelines before the acquisition of information technology resources.

   C. The Information Technology office will develop preferred computer packages for routine purchases by the college divisions and departments. The four packages will include complete desktop and mobile packages, one each for standard users, and one each for processor-intensive users. Divisions and departments will be encouraged to purchase these predefined packages and may be asked to justify purchases that are outside the defined packages.

   D. The Information Technology office will coordinate the review of all technology resources for compliance with college policies, rules, and guidelines and approve or decline requests for acquisition.

   E. The Information Technology office will work across all divisions and departments to align and consolidate software purchases and, wherever possible, minimize software functional duplication across different titles.

   F. College employees will ensure that all information technology resources comply with college policies before their acquisition.

6. **Lifecycle**

   A. All information technology resources in use at the college must be:

      i.   able to run the currently designated and supported operating systems and software;

      ii. supported by the original equipment manufacturer (OEM) for security and service updates;

  iii. able to function safely and not present a risk to the user or environment; and

  iv. be no more than seventy-two (72) months old for desktop, laptop, and mobile computing resources.

B. Departments/Divisions/Units are expected to budget to replace information technology equipment for which they are required to provide their staff in such a manner as to not place an undue burden on their budget in any given year.

C. In general, computers that have less than twelve (12) months of life remaining will not be redeployed when a computer is replaced. It will instead be returned to IT for use as a hot spare or emergency replacement at the professional discretion of the assistant director of Information Technology.

D. Departments will be provided a computer inventory each year with the age of the computers in their inventory. It will be the responsibility of the department/division/unit to budget accordingly to replace the computers before they reach seventy-two (72) months.

7. **Communication**

   College purchasing agents will communicate this policy and related procedures to their constituents.

8. **Exceptions**

   A. Third-party resources that are accessible without providing individual credentials (anonymous access control) and do not store or transmit personally identifiable information, usernames, passwords, or any college data.

   B. Additional exceptions to this policy must be authorized by the appropriate vice president(s) and director of Information Technology. The president may authorize a requested exception alongside of the director of information technology when an exception is requested by a direct reporting unit to the president.

9. **Authority**

   To ensure compliance with:

   A. Gramm-Leach-Bliley Act (GLBA) - PUBLIC LAW 106–102

   B. Health Insurance Portability and Accountability Act (HIPAA), Public Law 104-191, Section 67-9205(11), Idaho Code

   C. LC State Purchasing Policy 4.111

   D. Section 508 of the Rehabilitation Act of 1973

10. **Additional Information**

    Questions, requests for assistance, or other issues regarding this policy should be directed to the director of Information Technology.