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| **Type:** | Technology |
| **Title:** | Refresh and Front End Device Procurement – Legitimate Business Need Standard |
| **Accountability:** | Institutional Learning & Effectiveness/Technology Services/Chief Information Officer (CIO) |
| **Responsibility:** | Technology Services/Technology Customer Service |
| **Effective:** | 6/16/2015 |
| **Number:** | S-IT-003 |
| **Version:** | 1.0 |

**Purpose:**

Define what constitutes a “Legitimate Business Need” for non-standard/exception or upgrade requirements of Front-end devices. To assist in managing costs of equipment more effectively and ensuring functional/business purposes clearly drive procurement decisions.

**Statement of Standard:**

All devices purchased by College staff must clearly support functional/business needs of requesters. Despite the best efforts of the College, the specified equipment (the standard configurations), on occasion, may not meet the needs of an individual or an operating unit. In such cases, alterations to the standard build configurations may be approved, but they must be authorized by the Dean of the Academic unit, Divisional VP, or their designee, and the Director for Technology Customer Service. In addition, regular one-off/exceptions purchases and requests for upgrades of systems must provide answers to the following questions, which should be reviewed and approved by College management.

* What is the current device being used?
* How is that device not meeting business/functional needs?
* Can another/alternate device be used?
* Is there specific software that is required or is an upgrade necessary?
* Do you have multiple devices, and if so, what are the other devices?
* How is the requested device and its unique features essential to performing your job responsibilities and fulfilling your business/functional role?

**Note:** The availability of funding, on its own, does not constitute a business need. Being able to supplement established standard prices with additional funds to get a nonstandard device will not be honored unless the device is an approved exception.

**Definitions:**

* **Back-end devices** are IT infrastructure, such as, network, servers, etc. that allow the front-end devices to work.
* **Business needs** mean the key, mandatory activities that need to be performed or supported as part of the operations of a job responsibility/position duty.
* **Front-end devices** are any computer equipment that people use to do their work, such as, PCs, laptops, monitors, telephones or other mobile devices, etc.
* **Refresh** means renewing all technology already procured and used at the College.

**Roles & Responsibilities:**

* **Requester** must review the standard set of devices and prices provided by the College and conclude that the standard devices do not meet their needs.
* **Requester** develops a simple justification that addresses the questions above for review with their **immediate supervisor**, dean or other manager and gets their approval to submit the request.
* **Technology Services, Technology Customer Service** will:
  + Review the request and determine if budget/costs, compatibility, security and support requirements can fulfill the request.
  + On original approved exceptions, the department may have to pay the difference in price between the nonstandard device and the associated budgeted standard refresh device. Going forward, once the nonstandard device has been added to inventory, it would fall under the normal refresh planning process.
  + TS will reserve the right to decline purchase request without valid justification.

**Reference:**

* Technology Refresh Policy.
* Software Management Policy.

**Consequences of Non-Compliance:**

* Going outside the framework of this standard can result in escalation of issue to immediate managers, the Vice President responsible for the functional area, the Provost, President/Cabinet or the loss of rights to use P-Cards for purchases.

| Version | Date | Description of Changes | Author/  Editor | Approved  By |
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| 1.0 | 06/16/15 | Initial draft of standard. | Paul Thomas (Cust. Serv. Mgr.) | Mir Qader (CIO) |