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| **Type:** | Technology |
| **Title:** | Current Technology Refresh Period Standard |
| **Accountability:** | Institutional Learning & Effectiveness /Technology Services/Chief Information Officer (CIO) |
| **Responsibility:** | Technology Services/Technology Customer Service & Enterprise Infrastructure Team |
| **Effective:** | 10/01/2015 |
| **Number:** | S-IT-004 |
| **Version:** | 1.0 |

 **Purpose:**

Define the current period/timeframes for both “Front-End” and “Back-End” device refresh.

**Statement of Standard:**

Madison College’s IT/Technology Refresh period standards are based on the needs of the College and its students, faculty and staff, budget availability and affordability, and industry standards and best practices, which constantly change with time. Below are the current standards:

| **Device type** | **Refresh after (period/timeframe)** |
| --- | --- |
| Desktop Computers | 4 years (1/4 of inventory-25% per year) |
| Laptop/Notebook Computers | 3 years (1/3 of inventory-33% per year) |
| Printers/Copiers/Multi-Function Devices (MFD) | As needed; once device starts to break-down |
| Infrastructure, VDI (virtual desktop infrastructure)/Thin Client/Cloud Computers | 5-7 years (1/5 of inventory-20% per year) |
| Monitors | 6 years if required – less if they fail to meet the defined standards |
| TelePresence, Audio/Visual, Digital Signage | 6 years if required – less if they fail to meet the defined standards & depending on vendor support |
| Telephones | 6+ years |
| Productivity Software | To current version of software implemented as standard and one prior supported revision |

These standards are reviewed and updated at least yearly, as technology capabilities change.

**Definitions:**

* **Back-end devices** are IT infrastructure, such as, network, servers, etc. that allow the front-end devices to work.
* **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.
* **Industry standards and best practices** are the common practices of other similar institutions and private businesses and general guidelines defined by the technology vendors (e.g., Intel, Dell, HP, etc.). Also, they include information from technology think-tank organizations, such as, Gartner Research.

**Roles & Responsibilities:**

* **Technology Services/Technology Customer Service** is responsible for maintaining an accurate refresh standard for “Front-End” devices, with input/feedback from the Refresh Committee, and communicating the standards widely across the College.
* **Refresh Committee** is responsible for ensuring that the refresh periods set meet the business/functional needs of the College and are affordable to the College.
* **Technology Services/Enterprise Infrastructure Team** is responsible for maintaining an accurate refresh standard for “Back-End” devices, and communicating the standards widely across the College.

**Reference:**

* Technology Refresh Policy.
* Device Purchase Justification Standard.

**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 | ApprovedBy |
| --- | --- | --- | --- | --- |
| 1.0 | 10/01/15 | Initial draft of standard. | Paul Thomas (Cust. Serv. Mgr.) | Mir Qader (CIO) |