SSW Equipment and Software Acquisitions Procedures

Purpose

The purpose of this document is to ensure appropriate, equitable, and cost-effective distribution of computer equipment and software at the School of Social Work (SSW) in Athens, Gwinnett or other satellite campuses; define and communicate asset management procedures for all state-owned tagged equipment which includes inventorying and tracking, repurposing, surplusing, and reporting; outline equipment checkout procedures; address software acquisitions, and establish procurement and budgeting allocation procedures for technology and software.

Technology Provisions for Offices

The School of Social Work (SSW) is committed to providing full-time faculty and staff members adequate computer equipment, peripherals, and software needed to perform duties at their primary work location. All offices at SSW locations will be equipped with a standard computer and will have standard productivity software installed. Each year, the SSW's Instructional Technology Services (ITS) unit will assess office equipment for obsolescence and identify offices eligible for a refresh. The standard equipment and software specifications will be subject to periodic review by the SSW's technology committee. The IT director will make the final decision on the standard equipment to purchase at each refresh cycle.

In an effort to phase out and reduce multiple assignments of computers to individuals, full-time faculty and administrators may choose a specified desktop or laptop in a Windows or Macintosh platform beginning summer 2017. If a laptop is chosen, a docking port and monitor will be included in the office, but no desktop. If a desktop is chosen for the office, no laptop will be issued except for special cases

Non-administrative positions will be issued a standard Windows desktop unless otherwise approved by the dean or a director.

Special cases that may warrant a laptop or additional computer

The nature of a faculty or staff role or position may warrant a laptop. If these duties exist during replacement cycle, a laptop should be the assignment choice. Relevant factors include:

- substantial online teaching responsibilities
- frequent travel on University business
- being regularly based at two or more University locations
- after hours on-call responsibilities
- sponsored research
- technology support responsibilities

Changes in roles or positions at SSW may warrant a desktop and laptop for a position if a) the position's duties include research or other work-related projects which are pursuant to and/or enhance the SSW's academic and instructional mission and b) the requested equipment or funding to acquire such equipment is available.   Requests for additional equipment or devices (e.g. an additional portable or computers for specialized needs) submitted to the IT director or dean will be assessed on a case-by-case basis, and may be submitted to a review and recommendation by SSW's tech committee. Final approval is left to the dean. Additionally, laptops and or desktops should be acquired or funded from participation in sponsored research whenever possible; SSW funds will not be used to purchase laptops or desktops if the funds are available from a grant or contract source. Computer equipment funded as part of a research project is subject to the same UGA Acceptable Use Policy as all other UGA equipment (https://eits.uga.edu/access_and_security/infosec/pols_regs/policies/aup/), and must be returned to ITS at the end of employment or position role.

Efforts will be made to provide **part-time faculty, TAs, part-time administrators or staff, and employed students or doctoral students** with standard equipment and software; however computers that are provided may be from the School's repurpose inventory. If adequate equipment is not available, use of SSW's computer lab or other equipped technology spaces is encouraged.

Technology Spaces

The School of Social Work building offers technology commons areas, work spaces, and a computer lab with productivity, statistical and other software installed. Each classroom and conference room includes technology as well.

Technology Checkout

A temporary need for technology such as a laptop or camera for University business does not justify purchasing such a device for each person. Therefore, the SSW's ITS unit offers a limited supply of loaner equipment as a first alternative. When additional equipment is required for a short period it should be reserved or checked out by emailing itshelp@ssw.uga.edu.

Students, faculty, and staff can check out portable technologies for instructional and research purposes. Laptops and LCD projectors are available to faculty and administrative staff only and priority for laptops is given to faculty who are teaching in classrooms without adequate equipment. Other items available for checkout include digital audio recorders, video recorders and digital cameras.

Checkout Procedures

- Submit a request to reserve/check out technology by sending an email to the ITS unit at itshelp@ssw.uga.edu. You should receive a response from ITS within one business day.
- After receiving a check out confirmation, bring your University ID to serve as verification and pick up equipment at the ITS help desk. Your ID information, address, and phone number will be documented and you will be asked to sign off on the check-out form. UGA tagged equipment will require sign off on the UGA Property Control Authorization form and may be submitted to their RUSS system for tracking. Equipment can be checked out for up to **7 consecutive days**. If a longer period of time is needed, please submit a request for an extension stating why an extension is necessary.
- If you have never used the equipment before, please ask ITS staff to give you a quick review of how the equipment operates.
- **Thoroughly inspect all equipment before leaving the checkout area. Upon leaving the area, any problems discovered with the equipment or any missing accessories become the responsibility of the borrower.**
- To avoid suspension or loss of borrowing privileges from SSW, please make sure equipment is returned to someone in the ITS unit by the due date. **Do not leave equipment if no one is available to check it back in.**

Lost or Damaged Equipment

Borrowers are expected to handle checked out equipment with care. Failure to return or returning damaged equipment may result in a penalty. An incident report should be submitted in writing to the IT director describing how the equipment was damaged, lost, or stolen. The report will be reviewed by the technology committee within 30 days of its submission (or 60 days if incident occurs during summer months) to make a liability determination. Upon completion of the committee's investigation, the borrower may be required to assume full responsibility for the repair or replacement costs. Also, it is the borrower's responsibility to file a police report immediately or as soon as possible if any borrowed UGA equipment in his/her possession is lost or stolen. A copy of that report should be submitted to the ITS unit for Property Control records with the written incident report. . After two incidents of damaged or lost equipment within a one year period, a borrower will be asked to submit an explanation statement which will be reviewed and assessed by SSW's tech committee before additional equipment can be checked out. This review will take place at least twice a year.

If you experience difficulties while using equipment, no matter how minor, please report the problem upon return of the equipment so that it can be documented and attended before being returned to check out pool.

Procurement

All equipment purchased by the SSW is property of UGA even if purchased on a research grant or contract. Procurement requests for equipment and software should be channeled through the SSW ITS unit for a technical requirement assessment and ordering specifications. **Technology requests should state what equipment is desired, what instructional or business need it will meet, any deadlines that must be met and include amount of funds available for the purchase.** The ITS unit will not accept responsibility for ongoing support of any equipment that does not meet standards compatible with existing systems and or is not procured through approved University channels. Procurement of non-standard equipment should be submitted for review by the SSW's tech committee and should meet a clear business or instructional need or requirement of the SSW; third-party support may be required when purchasing. The dean will have final approval of such purchases. The ITS director will oversee the orders.

Computer Refresh Cycle

The SSW IT unit will attempt a computer refresh cycle **of four years** for offices. If a computer fails within the four-year cycle, it will have to be replaced. If funds are not available for a new replacement, it may be replaced with a repurposed computer until funds are available. Thin clients will be targeted for a refresh every **seven years**.

A faculty member or administrative employee eligible for a computer replacement may change their type of computer or platform at refresh time (e.g. Windows v. Macintosh, desktop v. laptop) however, may not be able to swap after a purchase is made.

SSW IT will assess computers removed from offices – those that are obsolete or at end of life will be sent to UGA Surplus Properties and any acceptable computers from refreshed deployment will be retained for repurpose use.

Asset Management / Equipment Inventory

Annual inventory at the School of Social Work is conducted in two parts: on-site and off-site, and will be conducted concurrently during the same period of the year. The inventory control process is outlined below**.**

On-site inventory
On-site inventory is a physical search for UGA equipment purchased and or owned by the School of Social Work and will include all offices, classrooms, conference rooms, and any other areas of our building housing equipment.

Off-site Portable Inventory *requires a scheduled date with SSW ITS. Equipment may have to be left with ITS for a day or so for updates*. Portable off-site equipment must be returned by the borrower to ITS for a physical scan of the item and will include laptops, iPads, cameras, etc. Property Control has transitioned to an online system

(RUSS System) for off-site authorizations, therefore, a copy of your RUSS approval should be attached to the equipment for your portable items. If the equipment has not been updated in RUSS, or is expired, the user must access the RUSS System (*russhelp.uga.edu*) to update its info before the equipment is released back to its user. Also, ITS may conduct updates on equipment as necessary. Users should back up data on equipment and plan to leave it for at least a day. ***Please schedule a day to return equipment (required)***.

Off-site Non-portable Inventory
A picture is required of any non-portable off-site equipment such as desktops and printers in lieu of transporting the items to the building. Include your name, office number, and a picture of the equipment, its serial number, and property control number. Please email your information to itshelp@ssw.uga.edu.

Software Requests, Acquisitions, & Licensing

All faculty and staff are provided standard production software. If additional software is required for research, teaching, lab use, or university business, faculty and/or staff should complete a software request form. **Software requests should state what software is desired, what instructional or business need it will meet, any deadlines that must be met and include amount of funds available for the purchase. Faculty and staff who have unique software needs should contact Information Technology Services to discuss their need to make sure the appropriate software/hardware is requested and compatible with hardware; ITS will assist with the purchase, licensing, distribution and updates of software.**

All software requests outside of standard software will be compiled and reviewed by SSW's tech committee twice a year – once in the fall during September's meeting and once in the spring semester during January's meeting. After the review, a recommendation for purchase will be forwarded to dean with an explanation regarding any requests that were denied. If software is needed immediately, an online meeting will take place. The final approval for such cases will be made by the dean based on the availability of funds and priorities of the School.

    a. Purchase of software with a perpetual license is preferred.
    b. After the dean's approval,
          i. The software license/contract and details will be reviewed by the ITS director.
          ii. In cases of annual license renewals, the license will be renewed as needed and or as funds are available.
    c. The SSW ITS unit will install the software and any updates.

Budgeting

In an effort to meet the goal of a four year replacement cycle of computers in offices, computer replacements will need to be addressed yearly due to the staggered deployment history. Additionally, software licensing renewals and requests will need annual attention. Therefore, a technology budget should be allocated to accommodate technology purchases, software and their licenses on a yearly basis. The dean, the ITS director, and the School Business manager will meet prior to the start of each fiscal year to discuss School needs, student technology fee allocations, State funds, and other dollars available for technology purchases for the year. This budget will result in an allotted amount, which will be managed and spent according to the processes described in this policy.