

# Desktop Enhancement Program

The Desktop Enhancement (DE) Program is designed to provide the best possible computing solutions for all university faculty and staff through a three or four year computer replacement cycle. Under the terms of this program, each full -time (100% FTE) faculty and staff member will receive a new replacement computer every three to four years.

The program, which applies to both academic and administrative departments, is managed and implemented by the Information Technology (IT) department, with input from key administrators, faculty and staff.

## Program Guidelines

1. IT uses volume purchasing agreements (VPAs), including use of UM System VPAs, for this program. VPAs allow IT to best leverage the university's technology purchasing budget.
2. IT has established several standard configurations:
  - **Power User (PC or Mac)**
    - Power Users receive machines designed for those who work with more advanced applications such as:
      - § multi-section long documents
      - § web pages
      - § graphics
      - § audio/video manipulation
      - § advanced database design and manipulation
      - § heavy PeopleSoft application usage
  - **Typical User (PC or Mac)**
    - Typical Users receive a machine designed to handle the majority of campus computing needs such as:
      - § email
      - § word processing
      - § web browsing
      - § PeopleSoft related applications
  - **Laptop User (PC or Mac)**
    - As the name indicates, Laptop Users receive laptop machines. Generally, these customers work away from campus much of the time or require a highly mobile work environment.

These configurations take into account the capability of the computer and the computer's compatibility with required software and the campus network.

IT uses these configurations in planning for the DE program. The standard configurations may vary periodically based on vendor and market changes as well as the requirements of the computing environments at Missouri S&T and UM System.

3. IT has established minimum performance standards, that include computing capacity, storage capacity, ability to execute required software, interaction with the campus infrastructure and display size.
4. Each department will identify the full-time faculty and staff who fit each configuration category and the current status of the computer they use. If assistance is required, IT is available to help in determining which category best fits a faculty or staff member's computing needs.
5. IT uses operating unit reports of full-time faculty and staff computing needs to determine the costs of establishing computer hardware and software standards that meet the needs of the entire campus community.

Each full-time employee (100% FTE) should have \*ONE computer, which is no more than three to four years old and thus under warranty. Based on this desire, and subject to the availability of funding, approximately one third of full-time employees will receive a new computer within a given fiscal year.

- *The DE Program will provide only ONE computer per fulltime employee. It is not within the intent and/or scope of this program to provide multiple computers for multiple office locations or for home use. If more than ONE computer per employee is necessary, the cost of the additional computers and the support thereof must be borne by the requesting department.*

6. IT, in conjunction with departmental representatives, works to identify the specific machines in each department that should be replaced, and notifies each department of the targeted replacement list for the respective fiscal year.
7. While all technology purchasing for this program must be handled by IT, departments are responsible for reviewing/approving the list of scheduled computer replacements and then communicating any changes back to IT.

Although each department may request variations from standard configurations, they are encouraged to do the following:

- use the standard configurations where possible

- stay within the VPAs or ask IT to extend the VPAs

Additionally, each department should be aware of the following:

- all machines below minimum standards must be replaced
- all machines must remain compatible with the overall campus computing infrastructure

Any decisions by operating units that IT feels are in conflict with desktop computer minimums, campus computing standards or other intents of this program will be arbitrated by a committee established by the Provost.

Academic departments are encouraged to utilize the Information Technology and Computing Committee (ITCC) of the Faculty Senate for advice, recommendations and representation in the arbitration process.

Departments will have the freedom to rearrange their respective computer replacement schedules within the intent, scope, and constraints of this program.

Any additional hardware, software and support costs associated with purchasing requests, which exceed the “standard” configurations outlined in Section 2, will be borne by the requesting department.

8. Hardware and software will be purchased throughout the year and installed by IT.
9. All hardware replaced as part of this program will be re-deployed by IT for part-time faculty and staff, graduate students, etc.

Departments who have need of re-deploy machines should submit a written request to IT via the [online Help Request system](#). This request should contain the number of machines needed, the uses of each machine and expected duration of use for each machine.

Re-deployment can cross operating unit lines (e.g., a replaced machine from an administrative unit might be placed into an academic department for a graduate students use).

All hardware purchased as part of the DE program is the property of Missouri S&T and will be managed and maintained by IT within the intent, scope, and constraints of this program. Likewise, hardware upgrades purchased as part of the DE program (e.g., larger displays, additional memory, etc.) must be returned to IT for re-deployment. Upgrade costs paid by departments only cover a three-year use/lease of the upgraded equipment.

## **Special Notes**

- Support is an important consideration. Any actions by a department that will require additional IT support costs (e.g., non-standard configurations) will be borne by that department.
- While systems outside of faculty and staff normal usage (e.g., research-funded machines, machines packaged with instruments, etc.) are not covered by this program, they should utilize the university's VPAs. IT is committed to working with each department to maximize the cost benefits of any purchase that is not part of the DE program.