
JACKSON COMMUNITY COLLEGE COMPUTER HARDWARE POLICY

Table of Contents

***JACKSON COMMUNITY COLLEGE COMPUTER HARDWARE POLICY*1**

***JACKSON COMMUNITY COLLEGE COMPUTER HARDWARE PROCEDURE*1**

HARDWARE PURCHASE: CYCLE1

HARDWARE PURCHASE: STANDARD2

HARDWARE PURCHASE CYCLE: BENEFITS2

HARDWARE PURCHASE: COST2

FLEXIBILITY AND LATE REQUESTS2

RETIREMENT OF HARDWARE.....2

WEB ACCESS TO HARDWARE INFORMATION.....2

***JACKSON COMMUNITY COLLEGE COMPUTER HARDWARE CLASSIFICATION INDEX*...3**

SUPPORTED COMPUTERS (COMPUTER CLASSROOMS/LABS/OFFICES)3

UNSUPPORTED COMPUTERS: D CLASSIFICATION.....3

D COMPUTERS LEAVING CAMPUS AVOIDS:4

JACKSON COMMUNITY COLLEGE COMPUTER HARDWARE POLICY

Hardware policies and procedures are designed to provide optimal service to all clients (students and employees) in a cost-effective manner. If you have questions concerning a particular policy or process, please **contact the Hardware Coordinator** in Information Technology (IT).

- Jackson Community College provides computer hardware for classroom and office use to support instructional and administrative needs related to the college mission. Please refer to [JCC's Responsible Use policy](#) for specific guidelines.
- Supported computers will be inventoried and supported by Information Technology. Unsupported computers will be inventoried by Information Technology. The Purchasing office will monitor the removal of unsupported computers.
- Computer equipment not owned by JCC is not supported by JCC Hardware.
- Computer equipment not owned by JCC will not be directly connected to the college network at this time

JACKSON COMMUNITY COLLEGE COMPUTER HARDWARE PROCEDURE

HARDWARE PURCHASE: CYCLE

JCC purchases computers three times each year. The hardware order is compiled by the Information Technology Hardware Coordinator and sent to purchasing the second week of each semester. Purchase requests may be turned in at any time during the cycle. Purchase requests turned in after the deadline will be held for the next purchase cycle.

Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
	Hardware ordered				Hardware ordered				Hardware ordered		

Installation of standard hardware ordered in a purchase cycle is guaranteed by the beginning of the next semester with the following exceptions:

- Vendor out-of-stock
- Vendor late shipment
- Client request to delay installation
- Technical situation beyond control of IT personnel, e.g., shipment arrives with incorrect or damaged component

HARDWARE PURCHASE: STANDARD

The standard supplier is Gateway and the following configurations are available:

- Basic desktop computer
- Multimedia desktop computer (additional RAM and hard drive space)
- Network image computer (used by Information Technology)
- Notebook computer (may include external monitor, keyboard, mouse, docking station)

NOTE: Special use servers may vary from above configurations based on college needs.

Current standard configurations are available at the beginning of each semester.

HARDWARE PURCHASE CYCLE: BENEFITS

[Cost avoidance](#) at time of purchase is a primary benefit to JCC.

Decreased unproductive time for IT clients and staff is also a benefit from the Hardware Purchase Cycle. Each new computer configuration requires a time-intensive learning process. However, once a configuration is defined, each computer purchased in a cycle is configured the same. In addition, the software load for one computer in a configuration works for any computer within that configuration. The result is less time consumed in troubleshooting and therefore less unproductive time for IT clients and staff. Standard hardware configurations allow JCC the development time to troubleshoot quickly and accurately, and to stock parts for quick replacement. JCC computers have a three-year, on-site, full parts replacement warranty. If a computer experiences a hardware failure, the problem is normally resolved and the computer operational within two business days of the initial call.

HARDWARE PURCHASE: COST

- Instructional Work Groups plan and budget the purchase of hardware for full-time faculty
- Information Technology plans and budgets the purchase of hardware for designated adjunct faculty offices, computer classrooms, and computer labs.
- Information Technology will be developing an adequate process to plan and budget the purchase of hardware for staff and administrators.

FLEXIBILITY AND LATE REQUESTS

Information Technology will make every reasonable effort to remain flexible in process for the benefit of instruction and administration unless requested flexibility negatively impacts mission critical operations. In particular, IT will remain flexible in process when dealing with hardware company difficulties (late shipment/out-of-stock notices).

Purchase requests may be turned in at any time during the cycle. Purchase requests turned in after the deadline will be held for the next purchase cycle.

RETIREMENT OF HARDWARE

Please see [Computer Hardware Classification Index](#).

WEB ACCESS TO HARDWARE INFORMATION

Information Technology provides an up-to-date web page detailing hardware standards, inventory, and classification: <http://www.jccmi.edu/InfoTech/>

JACKSON COMMUNITY COLLEGE COMPUTER HARDWARE CLASSIFICATION INDEX

The computer hardware classification index is linked to the JCC computer purchase cycle that occurs three times each academic year. The index classifies each computer using processor speed and RAM as primary criteria as these two determine a computer's ability to run state-of-art software programs. With this information JCC drafts a three year flexible replacement plan based on instructional and institutional technology needs. The **Computer Hardware Classification Index** is updated the second week of each semester.

SUPPORTED COMPUTERS

Computers classified as A, B, and C are supported by JCC. "*Supported by JCC*" is defined as network resources, i.e., file storage, printing, internet, e-mail, software install, hardware (securing parts for replacement), and client training and support. *Supported by JCC* does not include the upgrade of equipment or support for equipment purchased outside the normal JCC purchase cycle.

UNSUPPORTED COMPUTERS: D CLASSIFICATION

Computers classified as D are not supported by JCC. The use of computers classified as "D" needs to be reviewed yearly by departments and a determination made as to whether or not the "D" computer will to be replaced with more current technology within the JCC computer purchase cycle. When a computer is designated "D" an expiration date is assigned. The expiration date reflects a two-year college use cycle. A determination of appropriate use needs to be made prior to the expiration date. The expiration date is the date the computer will be removed from campus per Purchasing Office.

Windows	OPTIONS	REQUIRED TRANSITION		SUPPORT STATUS			
				Network	Software	Hardware	Solution Center
D year 1 (Office or Lab)	Option One	D computer removed from office/lab. Computer moved into service in Machine Tool, Physics/Chemistry, Electronics, ITE, IT. Requests for D computers are made through Hardware. A meeting facilitated by IT Director and held three times a year coinciding with Hardware Purchase Cycle will determine D computer distribution.	Computer reloaded with OS only. If client wishes to keep software on machine, client must complete software license transfer in order for JCC to maintain appropriate licensing for supported machines. To complete software license transfer, contact the Software Coordinator. Hardware personnel, to avoid support conflicts, will physically tag computer as a D. Client receives memo stating computer expiration date. Director of Purchasing monitors expiration dates.	Physical network connection plus IP address. Not considered in network services upgrades/changes. No guarantee of network inter-operability including printing capability.	Reload CD supplied by IT after software license transfer is complete. No support.	No support.	No support
	Option Two	D computer removed from office/lab. Computer sold at garage sale. For information on Garage Sale times and places, contact the Hardware Coordinator.	Computer reloaded with OS only.	No support	No support	No support	No support
D year 2	Same as year 1.						
EXPIRED	Remove from campus on expiration date. See Note 1 below.						

EXCEPTION/NOTES:

1. It is possible that a D computer is sufficient for a task and allows JCC students to be working with the same equipment they will encounter in the work force. Examples: Using the computer as a display unit for a laser disk; using the computer for DOS based applications that control numeric machines. If these two criteria (sufficient for task and provides optimum learning experience for student) are met, the Chair/Director and the IT Director will evaluate the exception request.
2. D computers/Unsupported computers should not be used to build curriculum or support mission critical services.
3. If a D computer or its use negatively impacts the operation of JCC supported networks, then the D machine will be disconnected from network services.

D Computers leaving campus avoids:

- Cost inefficiency of keeping inventory of old parts
- Parts unavailability for old computers
- Cascade effect: hardware requires odd part, which requires software to create new load, which requires training on support, etc.

D Computers leaving campus enhances institutional needs:

- Though a D computer might adequately complete a job, its' use is not necessarily in the best interest of student instruction, resume development, and productivity
- Better D computers will be available