

## **Technology Refresh Practices**

### **Background**

Information Technology Services lacks a structural funding model for a refresh of equipment across campus. Subsequently, replacement of aging technology was addressed in a piece-meal fashion, seeking bits of funding from one year to the next. This, coupled with the recession from 2008 -2013, left a culture of haves and have-nots across the college. In the Spring of 2013 the average age of an operational desktop was 11 years – the oldest being 19 years in production.

With the change in leadership in 2013 came a change in technology investment. The change started slowly. In 2013, \$110,000 was provided for desktop computer replacement, and in 2014, \$250,000. This awarding of refresh dollars, even one time, brought about a dialog within the Information Technology Committee regarding Practice or Philosophy to guide ITS in its effort to allocate funding. The working group was identified in September 2014, and a final philosophy was approved in February of 2015.

The outcome of that discussion was a simple direction.

### **Operational Philosophy**

*Barring extenuating circumstances, and funding permitting, desktop and classroom technology should be replaced addressing oldest equipment first.*

Since 2013, refresh has been funded from one-time money; 2013 - \$110,000, 2014 - \$250,000, 2015 - \$400,000. In June 2016, in the annual report to the Board, ITS reported the average age of devices now in production is 4.52 years. In each year approximately half of the funding was dedicated for infrastructure needs as well. Where ever possible, outside funding should be leveraged to extend general fund dollars – e.g., with CTE Labs, programs are encouraged to pursue Perkins Funding to refresh equipment.

On the assumption that a structural funding model will ultimately be established. The goal is to replace desktop and classroom technology on a four-year cycle. The college year-to-year utilizes approximately three thousand personal computers. On any given year seven hundred and fifty should be replaced – five hundred seventy desktop and one hundred eighty laptop computers. Also, ITS and IMC are responsible for maintaining the audiovisual equipment in one hundred eighty-seven classrooms, plus conference rooms and other meeting spaces.

Each year ITS is to prepare a refresh recommendation list for review by the Information Technology Committee. Adjustments will be made based upon recommendations by the committee; then devices will be replaced in order – dependent upon available funding.