Information Services Department Equipment Policy

Purpose: To define Information Services policies regarding computer equipment bumping , home use of ODP computer equipment, and hardware and software purchases.

I.   Definition of special terms:

    A.   Equipment Bumping: This refers to replacing old computer equipment with new equipment and then reformatting the old equipment for use in another location, usually for another user.

    B.   Adequate justification: Adequate justification is defined as: (1) the situation is an exception, (2) the computer that has failed is primarily used by someone whose computer needs are very basic, (3) the person who will receive the new computer has a genuine need for it.

    C.   Ownership: Responsibility for a piece of computer equipment as defined by the Property Group at ODP/TAMRF.

    D.   Help Desk: The center for shore-based support is the Help Desk located in room A217 (see ODP/ISD policy statement entitled, Information Services Department Work Hour Coverage Policy .) While the Help Desk may be used by shipboard ODP staff, it is expected that problems and issues onboard the JR will be handled directly by the MCS s.

    E.   Computer Equipment: Computer equipment is defined as PCs, Macs, laptops, keyboards, mice, monitors, scanners, and printers. Lab equipment, such as microscopes, which is connected to computers, is not the responsibility of ISD. Fax machines, copiers and telephones are not considered to be computer equipment and their set up, troubleshooting and maintenance are not the responsibility of ISD. Also, electrical problems, including bad outlets, power outages, and unreliable power flow to outlets, are not the responsibility of ISD.

    F.   Home Use: Home use of computers that are the property of Texas A&M or ODP is defined as that work which is directly and exclusively related to the employee s job requirements at ODP. Home access to e-mail or the Internet is not considered a necessity, unless the manager of the department in question deems it so in writing and it receives the approval of the ISD manager. The use of ODP equipment for personal business is explicitly prohibited by TAMU regulations. Home use equipment falls into two categories: end-of-life equipment and supported home use equipment. End-of-life equipment refers to that equipment that has been declared excess equipment by the ISD manager. Supported home use computer equipment refers to that equipment which is approved and purchased specifically for combined office and home use (e.g., lap top computers with docking stations.)

II. Policy Statement

  A. Equipment Bumping:
    1. Equipment bumping may be necessary when, for example, someone who may need a replacement computer (e.g., a student worker) does not need a new computer. Therefore, a person may receive an older computer from someone who received a new system. Equipment bumping should be the exception rather than the rule and kept to a minimum.
    2. The decision to bump a computer is made by the respective department manager. The department manager must send a request to the Help Desk in order to get a computer bumped. The ISD manager, or delegate, will determine if the equipment should be bumped or identified as excess equipment.
    3. The decision to bump equipment should be a business decision based on program needs. Bumping (a computer) takes more staff time than installing a new computer. When equipment is bumped, ISD will not be responsible for moving personal files, e.g., resumes, pictures, music or sound files, or video clips, from one workstation to another. The owner of the workstation must take responsibility for these files and ensure that they are backed up or deleted.

  B. Home Use Computer Equipment:
    1. All end-of-life home use computer equipment are not supported or maintained by ISD.
    2. All supported home use computers are maintained by ISD.
    3. If an employee needs to work at home, his/her manager must provide the necessary equipment.
    4. In cases where the department manager decides to loan equipment to an employee for home use, the employee must sign a loan agreement with the property group (TAMRF) before the equipment is loaned to them.
    5. All supported home use equipment must be returned physically to ODP (1000 Discovery Drive) for any and all service, repair or upgrades. The costs associated with these will be the responsibility of the department that owns the equipment. ISD is not responsible for picking up or delivering this equipment.
    6. All end-of-life home use computer equipment will be returned physically to ODP (1000 Discovery Drive) upon equipment failure or end of employment. Returned equipment in this category will be disposed following ODP policy.

IV. Purchasing Computer Hardware: All departments must follow the ODP purchasing policy when planning to purchase new or replacement computer hardware.

V. Applicability Statement

This policy applies to all departments at ODD/TAMU/TAMRF.