ITS Technology Acquisition Policy

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General Description

Policy Summary:

Trinity University is committed to a secure information technology environment in support of its mission[1] and is dedicated to protecting the integrity of the competitive selection processes for the procurement of goods and services.

This policy provides a framework for purchasing technology goods and/or information technology services and encompasses the processing requirements. ITS Business Affairs Unit seeks to procure the highest possible quality of goods and services at the best value. The vendor and product characteristics that are considered include price, provisions for ongoing maintenance, quality of the product or service, lead times, warranties and guarantees, vendor expertise, and prior history. This policy and procedures provide guidance to ensure maximum value for funds being expended and adequate testing and inspection of purchased technology goods and information technology services. Technology goods and services purchased must be reasonable and necessary to accomplish the University's mission.

The Technology Acquisition Policy is aligned and complements the *BUSO-0031 Purchasing Policy and Procedures*. The strategy behind is defined by the Trinity CIO, and its process (*ITS-0044 Technology Acquisition Process*) and related procedures are maintained by the ITS Business Affairs Team.

[1] https://www.trinity.edu/about/mission-values

Purpose:

The purpose of this policy is to define standards, procedures, and restrictions for the purchase of all IT hardware, software, computer-related components, and technical services purchased with University funds. This policy is designed to provide Trinity University with a documented and formalized process regarding management of all technology acquisition done by the University.

Purchases of technology and technical services must be approved and coordinated through the ITS Department.

Additionally, compliance with the stated policy and supporting procedures helps ensure the confidentiality, integrity, and availability (CIA) of the University system components.

Scope:

This policy applies to all full-time and part-time employees and to the purchase of all equipment issued by the University regardless of University funding sources. The scope of this policy includes, but is not limited to, the following University technology resources:

- Computers, tablets, and servers
- Software running on the devices mentioned above
- Peripheral equipment, such as printers and scanners
- Cables or connectivity-related devices
- Audio-visual equipment, such as projectors and cameras

Exceptions:

In few instances, Trinity systems may require to be exempted from the Supplier Management Processes due to possible technical difficulties or third-party contractual obligations. Any such exceptions to the current policy must be documented and approved via the Trinity's Exceptions Management Process.

Policy Content

Roles and Responsibilities

- Management Commitment: Responsibilities include providing overall direction, guidance, leadership, and support for the entire information systems environment, while also assisting other applicable personnel in their day-to-day operations. The Chief Information Officer CIO is to report to other members of senior management on a regular basis regarding all aspects of the organization's information systems posture.
- Internal Employees, Academic Community and Users: Responsibilities include adhering to the University's information security policies, procedures, practices, and not undertaking any measure to alter such standards on any Trinity University system components. Additionally, end users are to report instances of non-compliance to senior authorities, specifically those by other users. End users – while undertaking day-to-day operations – may also notice issues that could impede the safety and security of the University system components and are to also report such instance immediately to senior authorities.
- Vendors, Contractors, Workforce: Responsibilities for such individuals and organizations are much like those stated for end users: adhering to the

organization's information security policies, procedures, practices, and not undertaking any measure to alter such standards on any such system components.

Policy

Trinity is to ensure that all applicable users adhere to the following policy for purposes of complying with the mandated University requirements set forth and approved by management.

All hardware, software, or components purchased with University funds are the property of Trinity University. This also includes all items purchased using any requestor's Department P-Card and any other Department P-Card, including ITS.

All purchase requests for hardware, software, computer-related components, internet services, or third-party electronic services must be submitted to the ITS Organization, via the Technical Support Services, for final purchase approval. If the requested item is already in inventory, then it will be made available to the requestor, if it meets organizational unit goals.

Computer Equipment Purchases for the University

All computer equipment purchases must be coordinated with the Information Technology Services or ITS before any purchases are made.
All requests should go through the ITSupport@trinity.edu email if asking for the purchase of new equipment.

Authorized Limits and Approvals

The Authorized Limits and Approvals per management role are detailed on the *BUSO-0031 Purchasing Policy and Procedures*.

Computer Equipment Received via Grants or Gifts

Departments receiving computer equipment as gifts from individuals, corporate sponsorships, and grants must work with the Information Technology Services Chief Information Officer CIO before accepting the equipment donations. Equipment gifts will be reviewed by a ITS TSS technician assigned by the CIO to ensure that the gift may be utilized in the University environment and that ongoing support can be provided.

Computer Replacement Cycle

Major technology purchases are approved through the budgetary process. Equipment replaced during any period shall be based on a minimum annual review of the asset management program and hardware replenishment schedule, hardware inventory, and fixed asset budget schedules.
Full-time faculty and staff positions will be assigned one primary computer. The computer assigned to a user as their primary system will be the machine covered under the computer replacement cycle. Those users with non-primary computers may either be upgraded out of the ITS computer redistribution pool or by other departmental funds. Computers that are part of the ITS computer replacement cycle will be replaced with a new standard computer. Information Technology Services will also cover the costs of a new standard machine requested for a newly created position.
The general guidelines for replacement of primary systems are:

- Full-time faculty and staff: Five years from the date of computer purchase.
- Electronic classrooms and computer labs: Five years from the date of computer purchase.

Computers needed for part-time faculty/staff, student worker positions, temporary positions, and machines needed for projects or other temporary uses will be furnished out of the ITS redistribution pool of computers.

Standard Computer Configurations

- A standard configuration will be established by Information Technology Services on an annual basis.
    - Any upgrades to the hardware configuration beyond the scope of the standard configuration will be charged to the requesting department.
- Full-time faculty have the choice of a Windows or Apple computer based on a standard configuration.
- Full-time staff will receive a standard Windows computer unless justification for an upgrade can be provided and approved by the respective Vice President.
- If equipment other than a Windows computer is approved by the Vice President, any monetary difference will be paid from the respective departmental funds.
- Any staff replacement personnel will inherit the computer used by the previous holder of that position unless that computer was purchased or has been in use for four years.

Standard Software Installations

Standard software on machines:

Includes:

- Current supported version of Windows OS or Mac OS operating systems

- Current supported version of Microsoft Office Suite (for both Windows and Mac)
- Antivirus software
- Runtimes
- Internet browsers

Additional Peripheral Devices:

- Standard Computer configurations for both PCs and Macs will include;
  - a CPU,
  - one monitor,
  - a keyboard, and
  - a mouse.
- Standard laptop configurations for both PCs and Macs will only include the laptop.
  - External monitors may be supplied depending on availability in redistribution.
  - Laptop setups do not include carrying cases, docking stations, and monitor stands.

Computer Purchase

Full-time employees will have the option of purchasing their primary computer system at time of replacement once ITS identifies it as decommissioned. Please note the following:

- The purchase price will be current fair market value as determined by the ITS Business Affairs Units.
- Purchaser is responsible for ensuring equipment data is backed up prior to submitting it for decommission (no Trinity data can remain on the device).
- Computers that have been decommissioned must be processed through ITS TSS Inventory Technician and re-imaged by ITS TSS Technicians before purchase.
- Once a device is decommissioned by ITS, it will no longer be supported by ITS or any University staff in any capacity.
- All equipment must be removed from campus once the purchase is complete.
- All sales are final and “as is” condition.
- Information Technology Services provides no warranty.

Requests by employees to purchase their decommissioned computer system must be made through Information Technology Services (ITS) by sending an email to: ITSupport@trinity.edu.

1. Purchaser sends an email with the device's serial number to Information Technology Services (ITS) ITSupport@trinity.edu to request the purchase of decommissioned equipment.
2. ITS creates a work order to take in and re-image (wipe and reinstall a new operating system) the decommissioned equipment.

3. ITS will email the purchaser purchase forms, waivers, and additional information about completing payment.
4. Once the computer is ready for pickup, ITS will contact the purchaser to coordinate the pickup of the decommissioned equipment.
5. Upon pickup, purchaser must bring a copy of the completed paperwork to finalize transfer of ownership.

Configuration of machines that are to be sold are as follows:

- Computers will include the monitor, keyboard, and mouse. All-in-one systems will include keyboard and mouse
- Laptop computers will only consist of the laptop, no external peripheral devices will be included.

Performance Evaluation

Consequences of Policy Violation:

Any behavior in violation of this policy is cause for disciplinary action and violations of this policy may result in, but are not limited to, any or all the following:

- Loss of university computing, email and/or voice mail privileges.
- Disconnection from the residential hall internet network.
- University judicial sanctions as prescribed by the student code of conduct.
- Reassignment or removal from university housing and/or suspension or expulsion from the university.
- Prosecution under applicable civil or criminal laws.

Violations will be adjudicated, as appropriate, by the CIO, the Office of the Dean of Students, the Office of Housing and Residential Life, and/or the Human Resources Office.

Terms & Definitions

Terms and Definitions:

Term:	Definition:
Bid	A competitive offer received from a seller or vendor.
Bidding	The process of soliciting prices and any other considerations for goods and services from qualified vendors. The solicitation of prices from more than one vendor constitutes competitive bidding. Bids may be solicited in an informal manner by telephone, facsimile, internet, mail, or through a formal sealed bid process.
Buyer	Person who performs the purchasing.

Term:	Definition:
CAPEX	Capital Expenditure
Commodities	Supplies, materials, equipment, furniture, contractual services, and any other goods required by the University.
Contract	Legal agreement between Trinity University and a vendor or supplier
Emergency	An unexpected situation or sudden occurrence of a serious and urgent nature that demands immediate action, otherwise, it would endanger life, property or adversely affect essential University operations.
Invoice	An itemized bill for goods purchased or services contracted, containing individual prices, the total charge and payment terms.
OPEX	Operating Expenditure
Packing or Delivery Slip	Proof of delivery from vendor
Performance Specification	Based upon the specific needs. Total ownership cost for operating and maintaining the product should be included as an element of the specification.
Purchase	Acquiring a commodity in exchange of money or other valuable consideration. The basic types of purchases that can be made may include but are not limited to: • The purchase of commodities or services on a one-time basis each year. • The direct purchase of commodity or service that is available from only one source. • Contracts used to obtain commodities or specific professional, technical, or other specialized services throughout the year.
Purchase Order	Form, generated by the Procurement unit that documents the purchase agreement or contract.
Quotation	An official document received from vendors that includes prices, availability of requested goods, payment and delivery terms.
Requestor or Requesting Party	Person that is requesting the contracting or purchase of a commodity
Request for Proposal RFP	An invitation to bid, a solicitation, made often through a bidding process, by the Procurement Unit to potential (qualified) suppliers to submit business proposals
Specification	A concise statement explaining the type of product or service, the quality level, special requirements in design, performance, delivery, and usage. Specifications must not be restrictive (locking in a specific vendor and limiting competition) or be vague (allowing a vendor to provide a lower than acceptable quality level product or service).

Term:	Definition:
Vendor	Any supplier who has business with Trinity University.

Related Documents

Related Content:

This University ITS Supplier Management Policy is aligned with ISO 20400 Sustainable Procurement Guidance and with applicable laws and regulations. The *ITS-0008 Technology Acquisition Policy* also complements the following TU internal policies: *BUSO-0031 Purchasing Policy and Procedures* as well as the *RISK-0007 Contract Policy and Procedures* and the *ITS-0041 Supplier Management Policy*.

Revision Management

Revision History Log:

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Vice President Approval:

Name:	Title:
Ben Lim	Chief Information Officer