Bethel Employee Hardware Service Level Agreement

Summary

Bethel University Information Technology Services (ITS) provides computing equipment and repair services for the Bethel University staff and faculty as described in this article.

⌄ Overview

Overview

ITS will provide eligible employees with one primary computer and display that will meet their job requirements. For most users this would be a standard Windows laptop. ITS will upgrade the computer on an upgrade cycle based on factors such as budget, OS compatibility, and the ability of the hardware to meet job related needs. ITS annually assesses the computing needs of employees in the Spring and then contacts eligible employees to upgrade their computers during the summer upgrade cycle.

Mac computers

Due to the significantly higher cost of Mac computers and the additional support load, employees are eligible to select a Mac as their primary computer **only** if their position specifically requires it. In general, Mac computers would be limited to employees in Music, Art, Theater, Communications, IC, or other areas where the professional community is Mac-centric.

Laptops

- ITS will provide 1 external monitor at no charge. Employees wanting an additional external monitor would incur a departmental chargeback for it as it would be considered a secondary monitor.
- ITS will replace laptop batteries at no cost during the initial upgrade period once they no longer hold a charge for more than 90 minutes of run time.

Data Storage on Employee Hardware

In an effort to save time and frustration of multiple visits for system repair, ITS may swap out the system needing repair. It is **essential** for users to store their data on Google Drive or the "U:" drive, rather than on the computer's hard drive. On Windows systems, the Desktop and Documents folders are automatically backed up to the U: drive. Individual hard drives are prone to failure, and there is no backup made of data stored on local hard drives, so do yourself a favor and store things in a safe place.

Specialized Equipment

Specialized equipment may require an outside service contract if support is necessary. Such equipment includes, but is not limited to, digital cameras, copiers, multi-function printers, scanners, and test scanners. ITS is not responsible for the cost of outside service contracts and will not otherwise support specialized equipment. All costs for specialized equipment must be covered by the office or department making the request.

Office Wall Monitor Displays

Any monitors for offices, collaboration spaces or otherwise that are designed for wall mounting must be approved by facilities management in advance (to ensure the feasibility of wall mounting and provision of power to the display). All associated costs for requests from a Dean / VP or higher will be exclusively covered by ITS. A budget number is required for all other requests in advance.

Departmental Computer Equipment

Computer equipment that is not specifically designated as an employee computer is considered departmental, such as student worker or other shared workstations. The cost for departmental computers is covered by the department.

Academic Labs/Equipment

Computer equipment in academic computer labs or on departmental laptop/device carts is paid for by ITS, and is typically replaced on a 6-year cycle. Certain academic computer equipment may not be covered by ITS, such as devices with a limited scope of use (e.g., used for a single course, used infrequently, etc.).

⌄ Computer Eligibility

Full Time Employee - Standard User

Full time employee standard users would primarily use their computers for such applications as PowerPoint, Word, Excel, SPSS, Adobe Acrobat, Photoshop, and InDesign, and web applications such as INB Banner, Argos, Google Apps, and general Internet use. These computers would range from new to three years old based on existing stock and are typically upgraded on a 5 year cycle from the purchase year.

Full Time Employee - High End User

Full time employee high end users would use their computers for specialized applications for high end mathematical analysis, computer modeling/simulations often used by MathCS, Chemistry, and Physics departments as well as production level graphic and video editing done by the Art and Communications departments. These computers would have upgraded RAM, graphics, processors, hard drives, and laptop screen size and are upgraded on a 5 year upgrade cycle. Departments are responsible for the cost of any upgrades beyond the standard computer models.

Part-Time Staff

Part-time staff who are not benefits-eligible or have less than .75 FTE are eligible for a standard level computer. These computers would range from 2 to 5 years old when deployed and are eligible for upgrade at the discretion of ITS.

Adjunct Faculty:

Adjunct faculty with an FTE of .3 or more for the academic year are eligible for an adjunct faculty level computer. Some adjunct faculty are assigned an adjunct office by Academic Affairs which has a multiuser adjunct computer deployed to it. These computers would range from 2 to 5 years old when deployed and are eligible for upgrade at the discretion of ITS.

Sponsored Staff:

Sponsored staff are eligible for a standard level computer. These computers would range from 2 to 5 years old when deployed and are eligible for upgrade at the discretion of ITS.

⌄ Fees and Repairs

Fees

Cost for requests exceeding the standard configuration will be paid for by the individual's department. Items exceeding standard configuration include, but are not limited to, Mac computers, external drives, flash drives, monitors, docking stations, and extra AC power adapters.

Repairs

Repair service is free of charge for equipment tagged with a Bethel University Information Technology Inventory Sticker. If equipment does not have a Bethel University Information Technology Inventory Sticker, it will not be supported by ITS.

Accidental Damage / Theft

In the event of either accidental damage (drops, liquid spills, etc.) to the computer provided by the institution to the employee, or theft of the computer taken while off campus, the employee's department will be responsible to contribute 50% of the cost of repair/replacement of the system. ITS will cover the remaining 50% of the cost. ITS will fully cover the cost of a computer stolen while on campus.

⌄ Termination

When an employee leaves Bethel, it is the supervisor's responsibility to return all hardware assigned to the employee to Bethel ITS:

- If the computer is designated as an Employee Computer and is an ITS standard issue computer, the device will be returned to ITS inventory (even if there are plans to rehire).
- If the computer is designated as an Employee Computer and is an upgraded model, ITS will work with the department to determine if an employee will be filling the role or if it makes more sense to return the computer to ITS inventory.
- If the computer is labeled Departmental, and the department has paid for the device, it will be re-assigned to a different employee within the department.

Once a replacement has been hired, supervisors can request a new employee device from ITS.

Submit a Computer Request here