Policy & Procedures

Non-Standard Hardware & Software

Issued by: Department of Information Technology

Applies to: All faculty and staff who use NJCU computing hardware and software, and may require special-purpose, non-standard systems and/or applications

Effective: March 28, 2008

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Introduction

Computing hardware and software standards are provided as a guideline for ordering new systems. These documents are reviewed and updated periodically to reflect general industry standards, while staying within a reasonable price point as set by university budgetary limitations. Pricing is also affected by volume purchases, which is why University standards include a preferred vendor.

Hardware standards are generic enough for the individual to request a system from any of several vendors, but this option is generally suppressed as providing and standardizing on a specific vendor's hardware platform also saves on support costs. However, it is understood that these standards may not suffice for some special applications and therefore a mechanism must be in place to allow for the purchase of non-standard hardware.

Software standards establish what applications are provided on University hardware. The standards are based on what is required for day to day productivity for all constituents. Standards are also determined by establishing licensing agreements with vendors, and purchased by volume to reduce costs. All systems are installed with the standardized, fully licensed software. However, it is understood that non-standard and specialized software may be required and therefore a mechanism must be in place for these purchases as well.

Purpose

This document provides the mechanism and guidance for requesting non-standard hardware and software.

Definitions

Hardware – Any computing device, such as a desktop or laptop computer, and/or peripheral.

Peripheral – A stand-alone device that requires connectivity to a computing device for functionality. Examples of peripherals include printers, webcams, scanners, USB-based hard drives, etc.

Software – A computer program designed to perform a specific task. Examples include Adobe Dreamweaver, Adobe Photoshop, Microsoft Visio, etc.

Policy

Whenever possible, faculty and staff should order and use standardized computer hardware from the current preferred vendor. All non-standard requests musts be vetted and approved according to the procedures described below.

Key Performance Indicators (KPIs)

The following success of the policy will be assessed annually using the following quantifiable measures:

- Appropriate systems are vetted and approved in a timely manner.

Procedures

Hardware

All requests for non-standard hardware must be in writing. The request must include the following:

- Name of vendor
- Make and model of the desired hardware
- Full specifications of the hardware (CPU, RAM, hard drive (make, model, and capacity), video & audio cards, network cards, monitor specifications, etc.)
- Operating System and version
- The reason this system is required and why a standard system will not suffice.

All requests must be reviewed and approved by:

- A Help Desk Analyst to verify hardware requirements and appropriateness
- Immediate Supervisor or Chairperson
- The Divisional Vice President
- Assistant VP for Information Technology

Once approved, the request will be processed and approved via the University eProcurement system.

Once received, IT technicians will perform the final setup as required. Final setup may include all or part of the standard software package. In addition, the Asset Inventory management will be notified to add the asset to the database.

Software

All requests for non-standard software must be in writing. The request must include the following:

- Name of vendor

- Name of desired software and version

- Full description of the software and hardware/OS requirements

- The reason this software is required and why standard software will not suffice.

All requests must be reviewed and approved by:

- A Help Desk Analyst to verify software and appropriateness

- Immediate Supervisor or Chairperson

- The Divisional Vice President

- Assistant VP for Information Technology

Once approved, the request will be processed and approved via the University eProcurement system.

Once received, IT technicians will perform the final setup as required. Copies of the licenses will be retained by IT.

Contact

This policy is managed by:

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Related Documents

The following documents and forms are available from the IT website, Documents page:

- General Principles and Guidelines
- Acceptable Use of NJCU Computer Resources
- Peer-to-Peer Networking Policy
- Hardware/Software Acquisitions Policy
- Computer Equipment Assignment Policy & Form
- Computer Equipment Disposal Policy