



Information Technology

GUIDELINES FOR REQUESTING NEW COMPUTERS

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Purpose

The Guidelines for Requesting New Computers policy provides procedural detail for the timing and steps required to have a new computer assigned to an individual or department by the Information Technology team.

Applicability/Scope

The bulk of detail on provisioning computers, including what is furnished by the Information Technology team and how devices are replaced, is covered in the Technology Hardware Procurement and Replacement Policy (<https://www.uiw.edu/policy/it/technology-replacement-policy.html>). This document deals specifically with the processes to follow in the event a new faculty, staff, or administrator is hired at the University, or when a new computer is needed for special use. This document also addresses the means to submit requests for replacement computers, either for refresh or replacement of broken units.

REQUESTING A NEW COMPUTER

Requests for new computers can generally be divided into two categories – New Hires and Special Computing Needs.

NEW HIRES

When a new full-time individual passes the interview, background, and hiring steps and joins the University, one of the first items of business is to ensure that person has a computer with which they can perform their duties. If that person is replacing a position that was vacated by a prior employee, the general expectation is to have that person inherit the computer previously in use at that position. The dean or department director, or their assignee or administrator, should email the Technology Purchasing & Logistics Coordinator (crnelso2@uiwtx.edu) with the new individual's information for computer inventory update purposes.

If the position is a net addition to the department and no underlying computer exists, the divisional vice president, academic dean, director/budget manager, or their assignee or administrator should notify

Technology Purchasing of the need for a new computer by completing a “New Computer Request” located on the UIW Help Desk website (<https://help.uiw.edu/support/home>). It is important to note that this step should not be taken until the individual has cleared the steps in the hiring process.

New faculty are the exception, as they have the choice of device and can either accept the previous equipment or choose a new device.

The new hire computer request process can be summarized as follows. The divisional vice president, academic dean, director/budget manager, or their assignee or administrator are the parties expected to take these steps, as the hiring actions are coordinated at this level.

- 1.) Ensure the person has cleared all hiring steps.
- 2.) In the case the individual is filling a vacancy, determine if there is an existing device in the department.
 - a. If there is an existing device, e-mail the IT staff at crnelso2@uiwtx.edu to advise of the new assignment for that computer.
- 3.) If the position is new to the department/school, or the individual is incoming faculty, the “New Computer Request” located on the UIW Help Desk website (<https://help.uiw.edu/support/home>) should be completed.
- 4.) In the case the individual is filling a position at one of the Health Professions satellite schools, notification of the pending request should also be sent to the School’s technical support individual.

SPECIAL USE COMPUTERS

At times, supplemental computers are needed for departmental or educational tasks that are not tied to a specific individual. The IT team will provide these computers as outlined in the “Provisioning Computers” section of the Technology Hardware Procurement and Replacement Policy. Examples of this category are conference room units, computers to interface with instrumentation in labs, kiosk or check-in units, and so forth.

Special use computer purchase planning is subject to standard UIW budget timelines and purchases of these units may be delayed into the next fiscal year or possibly funded through excess departmental funding.

If a special use computer is deemed necessary, the divisional vice president, academic dean, director/budget manager, or their administrator or assignee should complete the “New Computer Request” as described above.

REQUESTING A REPLACEMENT COMPUTER
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Requests for replacement computers can be divided into two areas - Refresh Inquiries and Replacements for Broken Computers.

REFRESH INQUIRIES

Typically, replacement of computers used to perform University tasks are refreshed with new units on a four-year cycle. Outside of this timeline, a department or individual wishing to request a review of the replacement for their assigned unit should email their request to the Technology Purchasing & Logistics Coordinator at crnelso2@uiwtx.edu. Approval of these requests is subject to budgetary and fiscal timing constraints.

If notified that the request has been approved, the “New Computer Request” located on the UIW Help Desk website (<https://help.uiw.edu/support/home>) should be completed.

REPLACEMENTS FOR BROKEN (OR BREAKING) COMPUTERS

One of our IT team’s highest priorities is to ensure that all computers used in University functions are in working condition. In the case of an individual having trouble with their computer or a computer in their department, the following steps should be taken.

- 1.) Contact the Help Desk to document the issue and the associated problems/symptoms, and to initiate troubleshooting steps.
 - a. Our Help Desk staff needs to have the opportunity to troubleshoot and make repairs to the problem in question.
- 2.) If a repair action is chosen, a temporary loaner unit will be issued in lieu of the original unit if needed. Once the original computer is repaired, it will be returned to the owner and the loaner unit will be returned to the Help Desk.
 - a. Repairs may include rework of the software environment or replacement of one or more of the hardware components.
- 3.) If the problem is deemed irreparable, and a replacement is warranted, the Help Desk staff will notify the Technology Purchasing & Logistics Coordinator to begin the purchase process.
 - a. Unless specified by the user, replacement of the unit will be the same as the underlying device.