



LOYOLA UNIVERSITY MARYLAND

— 1852 —

TECHNOLOGY PROCUREMENT AND DISPOSAL POLICY

DIVISION WITH PRIMARY RESPONSIBILITY: Business and Finance

OFFICE FOR ENSURING COMPLIANCE: Technology Services

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REVISION HISTORY:

SCHEDULED FOR REVIEW: Annually

POLICY SUMMARY

This Technology Procurement and Disposal Policy (Policy) sets forth the Loyola University Maryland processes by which technology is procured, supported, replaced, and disposed of, and clarifies the responsibility of Technology Services and Loyola faculty, students, administrators, and staff in this process. This Policy includes information technology and software procured with University funds, including faculty development funds and grants. The procurement and disposal of specialized equipment will be assessed with input from impacted departments.

REASON FOR POLICY

The purpose of this Policy is to provide faculty, administrators, staff, and non-employees with specific guidelines for University technology procurement. This policy ensures the proper and prudent use of Loyola's resources through preferred vendor relationships that reduce overall costs.

All technology purchases, leases and subscriptions must be made through Technology Services. This applies to all technology hardware and software procured with University funds or grants to conduct University business and academic activities. This ensures that all technology assets are properly tracked, maintain proper licensing, meet minimum required specifications, are compatible with University systems, leverage educational volume discounts, secure University data, and comply with applicable laws and accessibility standards. Technology asset tracking enables the University to allocate budget for the life-cycle replacement of equipment and software.

STATEMENT OF POLICY

1. University Technology Procurement

Departments that wish to procure technology solutions such as new software, online services, or hardware must submit their request to Technology Services.

A. Computer Procurement Guidelines

All University or grant funded computing equipment must be procured, supported, and disposed of through Technology Services. When it is not possible for technology solutions to be procured through Technology Services, the solution must still be approved by Technology Services. This allows for these devices to be fully supported and to be configured to Loyola's data security and asset tracking

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standards. Technology Services can then budget for appropriate refresh and receive volume purchasing discounts. Technology Services evaluates computing equipment annually to establish standards that will suit most needs. Technology Services will work with requestors to identify and procure equipment requiring upgraded specifications or additional hardware based on the use case and available funding. [Article – Computer Procurement Process](#)

Faculty

The University provides one general purpose laptop per faculty member, based on the terms of their hire. Faculty members may choose between the standard [Windows or Mac laptop configurations](#).

Faculty members whose research and/or teaching require upgraded specifications or additional hardware should consult with Technology Services to identify requirements. Technology Services will work with the academic department to fund upgrades or devices that meet the required specifications and fall within the Technology Services support model. Faculty members who require additional computing for research purposes are encouraged to seek grant funding.

Requests for all technology procurement (hardware and/or software) funded by external grants require pre-approval from the Office of Research and Sponsored Programs and are subject to sponsor or funding agency terms and conditions. Technology Services will work with Principal Investigators (PI) to identify equipment and vendors for the procurement and support of equipment needed for grant funded research. All technology that is procured and supported by the University, regardless of funding source, must abide by all conditions of this Policy. If a PI leaves the University, all University-owned technology is not the property of the PI and must remain with the University. Technology that is not owned by the University or is approved to be transferred to a different institution must have all University owned software and licenses removed prior to separation from the University.

Staff and Administrators

The University provides one general purpose computer per eligible staff and administrator based upon job need. Staff and administrators may choose between the standard [Windows laptop or desktop configurations](#). If a staff member or administrator has a business need for a Mac, it must be documented and approved by the division vice president. Examples of special needs may include job type, specific job duties, etc.

Employees or departments whose jobs require upgraded specifications or additional hardware should consult with Technology Services to identify requirements. Technology Services will work with the department to fund upgrades or devices that meet the required specifications and fall within the Technology Services support model.

Technology Services will collaborate with campus offices, officials, and employees to address approved accessible technology accommodations for faculty, staff, administrators, and students.

Procurement made with departmental, or grant funds are not included in Technology Services refresh. Departments should plan to budget for upgrades or a refresh as appropriate. Please refer to [Section 4: Planning for Obsolescence](#) for information about this.

All technology, regardless of funding source, must be procured through Technology Services, will be recorded, tagged, and tracked in Loyola's asset management system, and is the property of the University. Upon voluntary or involuntary termination of employment or separation from Loyola, all technology equipment must be returned to Technology Services.

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Any issues with computer hardware must be reported to Technology Services for evaluation. The decision to repair or replace will be at the discretion of Technology Services. If the equipment was department-funded and the computer experiences a hardware failure and is out of warranty, the department will be responsible for the cost of repairs or replacement. Regardless of funding source, all repairs and replacements must be handled through Technology Services.

Users of Loyola solutions are responsible for the technology issued to them.

- If a Loyola-issued device is lost or stolen, Technology Services and Campus Police must be notified immediately to assess and report the loss of restricted University data, including personally identifiable information (PII). Please see the University's Information Security Policy for additional information. Technology Services reserves the right to require a department to pay for all or part of the replacement cost for computers that are lost or stolen.
- If a Loyola-issued device is damaged (e.g., screen cracked, dropped, spilled on, etc.), this must be reported to Technology Services for evaluation. Accidents, misuse or abuse resulting in damage to equipment will invalidate its warranty. The employee's department will be responsible for the cost of repairs or replacement under these circumstances.

Any other technology-related peripherals such as external hard drives, special keyboards, trackballs, webcams, and microphones, over \$100 must be procured through Technology Services. Technology Services cannot guarantee support on any devices that individuals or departments purchase on their own without consultation with Technology Services prior to purchase.

B. Classroom Technology

Technology Services has a minimum standard build for classrooms. Classroom builds may be varied based on size and use case of the space. The determination of the technology used in a classroom is made in partnership with Academic Affairs and Technology Services. Technology Services will refresh classroom technology based on lifecycle and approval of submitted capital requests. [Article - Classroom Technology Procurement Process](#)

C. Monitors

Technology Services provides one standard-issue monitor with each desktop computer, unless the computer is an all-in-one that includes a monitor. If an employee requires a second monitor or monitors with a laptop setup, their department must cover the cost. A monitor that meets the current standard specification will not be replaced during the replacement process defined above unless it has failed.

D. Non-Full-Time Employee Workstations

Upon request, Technology Services will work with departments to provide computers to suit the needs of affiliate faculty, work study students, temporary/contract employees, graduate student employees, and other non-full-time employees. Technology Services will work with departments to determine their needs based on metrics such as number of non-full-time employees, hours worked, etc.

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E. Telephony Equipment

Each full-time employee will receive equipment that can be used with Loyola's telephony system.

Departmental faxing is provided through the online HoundFax service. Physical fax machines are not supported.

F. Printing

Loyola uses a managed print system called HoundPrint which allows those with a Loyola account to print from any computer on campus to any multifunction device (copy/print/scan). Personal or networked printers outside of those provided through the HoundPrint program are prohibited except with prior Technology Services approval. The printing cost is charged to the appropriate department (faculty, staff) or Evergreen account (student). Consumables (toner, paper, staples, waste toner bottles) and maintenance for all HoundPrint devices are included in the printing charge and provided through the HoundPrint program.

G. Digital Signage

Digital signage is managed through Technology Services and is required to connect to Loyola's centralized signage and emergency notification systems. Departments are responsible for the funding of equipment, licenses, and installation costs for new or updated signage specific to departmental use. [Article - Digital Signage Procurement Process](#)

H. Conference Rooms

Conference rooms have standardized builds that are based on the size and use case as determined between the primary department for the space and Technology Services. Technology Services will refresh conference room technology based on lifecycle and approval of submitted capital requests. Departments will supplement funding for needs beyond the minimum standards. [Article - Conference Room Technology](#)

I. Televisions

All requests for televisions in offices and/or common areas must be approved by the provost or divisional vice president and then requested through Technology Services. Departments requesting televisions will be responsible for the hardware, installation, and replacement costs.

J. Software

Departments or faculty PIs using grant funding must follow the Software Procurement Process if they require commercial and/or openly distributed software beyond the current University offerings. All software must be procured through or approved by Technology Services to ensure software is accessible, secure, and that Loyola is in compliance with applicable licenses and that duplication does not occur. [Article - Software Procurement Processes](#)

Departments are responsible for annual software maintenance and support costs unless other funding has been obtained.

Users and Departments that utilize technology that is not directly managed by Technology Services are responsible for either updating or making Technology Services aware of when updates are available.

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2. *Technology Returns*

When technology is replaced, users must surrender the old equipment to Technology Services for proper disposal.

Upon voluntary or involuntary separation from Loyola, any equipment issued to an employee procured with University funds must be returned to Technology Services on or before their last day of employment. Individuals are responsible and accountable for any equipment and ensuring that any non- Loyola passwords (such as Apple IDs) are removed prior to the employee's departure. The University is not responsible for any lost information after the equipment is returned.

Disposal of returned technology will be handled by Technology Services in accordance with the [Disposal of Non-Capitalized Assets Policy](#).

3. *Technology Replacement*

Starting in FY23, Loyola will be leasing computers. Laptops will be on a 4-year refresh cycle and desktops will be on a 5-year refresh cycle. Technology Services and Procurement will audit Loyola assets. Technology Services will work with individuals and departments to schedule replacement of assets in accordance with our refresh cycle. Computers that were procured with upgraded specifications will be reviewed with departments prior to replacement to determine continued or changing needs of the specifications.

Replacement of other technology will follow the standards established in the other sections, assessed as required, and may depend on budget availability. Terms and conditions are subject to modification and at the discretion of the CIO.

4. *Planning for Obsolescence*

All Loyola-procured technology and software must be supportable by Technology Services and meet University established security requirements and comply with licensing agreements.

Hardware: Supportability is determined by warranty, age, performance, ability to run current approved operating systems, software, and security standards.

Software: All software and operating systems used at Loyola, including for academic, research, and administrative use, must have current maintenance and support. "Support" means:

- The software is actively receiving security updates from the vendor.
- For Open Source, software must be actively maintained by developers and must release security updates for any reported vulnerabilities in a timely fashion.
- If hardware or software is deemed end-of-life by the vendor, the unsupported software must be upgraded to a supported release before the end-of-life date.
- If there is a need to utilize unsupported or end of life hardware or software, it must be approved by Technology Services and the Vice President responsible for the unsupported asset who must understand and accept the additional risk associated with the continued use of the technology.
- Technology Services will work with faculty and staff on a case-by-case base to ensure continued use of software and equipment as needed.

Technology Services will determine the timeframes for when support for technology hardware and software do not meet security and support criteria. Technology Services will work with the departments in advance of obsolescence to identify what hardware or software needs to be upgraded or replaced to meet their needs or plan the appropriate steps and risk management for continued use.

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5. Remote Employee Equipment

Internet connections, phone lines, subscriptions, printers, cell phones, and other technology hardware for home use are not provided by the University and are an expense of the employee. For full details, refer to Loyola's [Remote Work Policy](#).

SPECIAL SITUATIONS/EXCEPTIONS

Exceptions to this Policy require written approval by the provost or divisional vice president, or designee (department chair, dean, etc.), and the CIO.

DEFINITIONS

Technology – includes computing devices (desktop, laptop, and tablets), software, peripherals, printers, servers, storage, and service and/or support contracts.

Telephony – technology used for electronic communication, including telephones, headsets, voice messaging, and faxing.

CROSS-REFERENCED POLICIES AND PROCEDURES

- [Disposal of Non-Capitalized Assets](#)
- [Information Security Policy](#)