

The College of Saint Rose
Albany, New York

Computer Purchase and Support Policy

Computer Ownership

As required by law, hardware or software purchased with college funds or grant funds awarded to The College of Saint Rose is the property of the College. All hardware and software should be inventoried by Information Technology Services (ITS).

Computer Purchases

All computer, software and related purchases must be approved by ITS. All computers purchased must have a minimum of a three year warranty.

Computer Support

ITS will provide technical support for College owned computers, related peripherals and software licensed to the College as long as ITS approved the purchase or acquisition. College ownership will be determined by records of the items in the appropriate College inventory databases.

ITS will not provide any support for items not owned by the College. This includes student and employee owned computers.

The College has standardized on Lenovo and Macintosh computers. ITS is certified as a Lenovo warranty repair center. ITS will not perform hardware repairs on non-Lenovo or non-Macintosh computers.

Staff and administrator positions are limited to Lenovo computers running the Microsoft Windows operating system. Productivity and systems software training and support have been standardized on the Windows operating system platform.

Faculty may request to be assigned a computer that runs the Macintosh operating system.

Due to their higher initial cost and shorter projected usable lifespan, laptop computers will only be issued to employees who have a documented need for one. Despite their shorter projected usable lifespans, laptop computers generally will not be replaced more frequently than desktop computers. Docking stations, port replicators, monitors, keyboards and mice for laptop

computers are generally not provided with laptop computers. These items may be purchased using departmental funds.

Software Installation and System Configuration

Computers will be secured and protected to prevent the installation of software and/or changes to important system settings. End users will not be given access to install software or make system changes unless it is documented that this access is necessary in order to complete specific job responsibilities.

Written documentation to verify that appropriate licensing has been obtained, must be provided before any software is installed on College owned computers.

For software installation requirements in computer classrooms, smart classrooms and computer labs, please refer to the Policy for Computer Lab & Smart Classroom Software Installations. It includes deadlines for software installation requests.