

Computer Replacement, Setup and Re-Deployment

Overview

This is a Service Level Agreement (“SLA”) between the campus community and IT Services regarding computer replacements, setups and re-deployments.

Service Description

Computer setup is the process of delivering computers and accessories (when appropriate and approved) to the fulltime faculty and staff at Albright. IT Services, as part of this process, will ensure that all hardware and software (standard and specially licensed) is installed and working properly. This process also includes the copy of all work related files from existing college issued computer (if applicable) to the replacement computer.

Roles & Responsibilities

Responsibilities of IT Services

- Manage campus centralized computer replacement budget and purchasing of computers and accessories.
- Manage inventory, replacement cycle and setup of computers.
- Notify faculty or staff member in advance when they are due for computer setup. Include information about the software included in the standard image.
- Provide documentation to or assist faculty or staff member with backing up personal files on old equipment
- Install specially requested software (budgeted and approved), after software license verification and receipt of installation media.
- Setup time with the faculty member or administrative department, to install new computer
- Connect computer to network (wired and wireless where applicable) and network resources (printers, shares)
- Assist with copying work related data and files from the faculty’s or staff member’s old equipment to the new computer
- Configure Email to ensure signature and other profile settings transferred correctly.
- Make sure the faculty or staff member has a chance to test that all software and hardware are installed correctly
- Remove any equipment that no longer meets campus standards and advise on replacement equipment

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Faculty/Staff member Responsibilities:

- Be present and available during scheduled replacement time. This may take up to two hours.
- Provide media and licensing for any non-standard software, if not originally purchased and installed through IT Services.
- At least seven business days prior to the appointment, identify any additional software that is required outside of the [standard image](#).
- Have area ready for new equipment setup by appointment time
- Post deployment of the computer:
 - Confirm email is accessible and profile is properly setup
 - Confirm that all printers are setup properly by printing a test page
 - Confirm that files are imported properly

Out of Scope Services

- Redeployment of older equipment to other members of the department/office, in a trickle-down strategy.
- Retaining the computer as a secondary device or other purpose
- Clearing area for new equipment/moving furniture
- Installing unlicensed software

Communication and Scheduling:

Administrative Departments:

Administrative Departments will receive the first notice about computer replacement about two months prior to the delivery. You will receive a series of reminders. Members of administrative department are kept on the same four year replacement cycle so that the department as a whole has access to a uniformed set of hardware and software. Department members will all have computer replacements in the same time frame.

Faculty:

You will receive your first notice about computer replacement about two months prior to the delivery. You will receive a series of reminders. You will then be asked to set up a time with our Support Specialist staff for replacements.

Please know that computer replacements usually take up to two hours to complete. This is to ensure that all files are transferred and hardware and software are functioning correctly. Some training may also be needed with the new machine or software. If this process takes longer than two hours, the Solution Specialist from IT Services will schedule a follow-up time with you.

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Due to the volume of computers that are replaced annually (approximately 300+), the scheduling of an appointment may sometimes be delayed because of the number of requests received. No computer replacements will be scheduled for the week prior or during the first week of a semester unless there are extenuating circumstances (new staff, replacing broken equipment, etc...). All considerations will be made to assist the faculty/staff even during peak times. If accommodations cannot be made in a timely manner, loaner equipment may be provided as an alternative solution.

Escalation Procedures

The Helpdesk is the initial contact for all service related requests.

(610) 921-7676

helpdesk@albright.edu

Friendly Recommendations:

Please do not schedule a computer replacement if you have an important meeting or event coming up shortly after the replacements. During replacements, there could be unforeseen complications that may impact your work. Please be prepared for a brief transition period while you get acclimated to your new computer.