

Policy: **Equipment and Software Replacement**

Code: **07HS02**

Reviewed/ Revised: **23/07/2023**

Date of Next Review: **February 2024**

Policy Owner: **IT Manager/ Director of Operations**

Target audience: **EAHM Students, Staff and Faculty**

PURPOSE:

The purpose of this policy is to provide guidelines in providing and maintaining equipment and software owned by IT department.

SCOPE:

The policy covers the type of IT replacements, their cycle of replacement, the disposal and loaning process of IT equipment, that affects all EAHM students, Staff and Faculty.

DEFINITIONS:

In this context, “**student**” includes full- and part-time degree students and exchange students, as well as participants in short courses and professional development. Access rights to computing and network facilities differ with the type of student but the guidelines for use are the same for all users.

FADA form: is an acronym for Fixed Asset Disposal Authorization. And it is a form used to properly dispose of fixed assets and remove them from the fixed asset registry.

POLICY STATEMENT:

It is EAHM’s policy to provide users with the latest technology in the campus. To achieve this policy, IT hardware equipment are used within the expected lifetime preventing proliferation of aging, obsolete, out of warranty, unsupported and incompatible systems. Similarly, all the software’s are regularly upgraded. As well as to replace existing hardware after their useful life depending on the usage, cost and user requirements. The cycle time for replacement of hardware varies between 3 to 4 years.

RESPONSIBILITY:

Director of Operations and IT manager to maintain, review, and update the policy as business evolves and whenever required.

The Director of Operations will monitor and update the policy as and when needed.

IMPLEMENTATION OF THE POLICY:

EAHM Staff and Faculty are eligible for a company owned Laptop that would be given out to them on a loan basis upon joining the academy. The IT team would prepare, set up the technology and would hand it over to the staff or faculty and issue the Device Loan form that the Staff or Faculty requires to sign as proof of tech acquisition and loan.

The Director of Operations in consultation with IT Manager and Executive Committee shall determine the classification of users from time to time and process all replacement requisitions. The IT team shall implement the decision of the above members.

Replacement cycles vary according to four major classifications of technology users:

1. Leading Edge Technology Users

Maintain no more than two generations of technology. Consider replacing computers

- every second year, depending on applications in use.
2. Power Users
Maintain no more than two generations of technology. Consider replacing computers every three years
 3. Mainstream Technology Users
Maintain no more than two generations of technology. Consider replacing computers every three or four years.
 4. Conservative Technology Users
Maintain no more than two generations of technology. Consider replacing computers every three or four years.

Using the above user-based replacement policy, computers with the oldest technology in the network are phased out through the FADA form process.

The IT team after determining the technology that require phasing out will compile them, match their asset tag to the EAHM Asset registry and fill out the FADA form accordingly. Once the form has been approved by Finance and the responsible owners. The matched asset tags are to be removed from the asset registry.

All replacement requests are processed by the IT department with the respective department approval. Other requirements of IT hardware and software are reviewed by the Director of Operations.

VIOLATION OF THE POLICY

Violation of the policy in regard to tech on loan, is the misuse, negligence and damaging of the tech. Should a Staff or Faculty present a tech on loan that is misused or damaged, Sanctions such as:

- Note to file
- 1st warning to file with restitution if relevant
- 2nd warning to file with restitution if relevant
- 3rd warning to file and restitution

ASSOCIATED DOCUMENTS:

- Device Loan Form

MENTIONS:

- Catalogue

DATE OF NEXT REVIEW:

This document should be reviewed by **February 2024.**

POLICY APPROVALS RECORD

Policy Name: **Equipment and Software Replacement**
 Policy Code: **07HS02** Formerly: NA
 Date of first approval: **28/07/2022**

Reviewed/ Updated	Details of Amendment
23/07/2023	Director of operations added as policy owner to ensure policy remains up to date