

REPLACEMENT CYCLE OF END-USER IT EQUIPMENT

[ICT001]



Policy owner:	ED: Information and Communication Technology Services
Responsible for update:	ED: Information and Communication Technology Services
Prior update:	November 2014
Update:	November 2020
Approved by:	University Information and Communications Technology Committee



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ACRONYMS AND DEFINITIONS

ED	Executive Director
GOB	General Operating Budget
HOD	Head of Department
ICTS	Information and Communication Technology Services
MPS	Managed Print Services
PASS	Professional, Administrative and Support Staff
UICTC	University Information and Communications Technology Committee





1. OBJECTIVE

To manage the overall cost of IT equipment purchases by maximising the return on the initial investment to the University as a whole. IT equipment represents a significant expense at the University and users should ensure appropriate and responsible use of all equipment.

2. APPLICABLE TO

All UCT staff, third parties and students, including joint staff on WCG conditions of service.

All end-user IT equipment (excluding servers and network infrastructure equipment) purchased from UCT funds including GOB and Research funds, as well as equipment donated to the University.

3. EXCLUSIONS

Exclusions may only be made by following the process for deviation from finance policy. Deviations and exceptions must be based on a demonstrated business need and motivated by completing form [\[FM041\]](#) *Request for exception to finance policy*.

4. DEFINITIONS

The following definitions apply to terms as they are used in this policy:

Desktop Computer	A computer comprising of a separate keyboard and monitor and requiring power to operate.
Enterprise Hardware	Equipment used in the running of UCT's core computing infrastructure, including networking switches, routers and server hardware.
Inkjet Printer	A printer using liquid ink to produce an image onto a page.
Laptop Computer	A portable computing device (also called a notebook), which includes a battery. It refers to any portable computer, including Apple MacBook devices.
Laser Printer	A printer using powder pigment to produce an image onto a page.
LCD Monitors	A computer monitor, which uses liquid crystal display technology. Comprises of several sub-types of technology including TFT, OLED, IPS and others.



Managed Print Services (MPS)	UCT's centralised print management system, which includes the supply of both printers and consumables and is charged on a per-page rate. More information at http://www.mps.uct.ac.za/mps-about
Operating System	The software that runs the computer and all applications. The most prevalent operating systems are Microsoft Windows, Apple OSX and Linux.
Tablet	A portable touch screen device with a battery and no physical keyboard used for mobile computing.

5. POLICY

In general, IT equipment should not be replaced until it fails, is uneconomical to repair or becomes unusable. Staff should ensure that all IT equipment purchased will meet the requirements of the user. To assist with this, ICTS Acquisitions can help users match equipment specifications and warranties to the intended use and lifespan required.

Although the standard manufacturer warranty for computer hardware is three years in general, certain hardware purchased via ICTS from UCT's preferred vendors (such as desktop computers and monitors) is covered for a further two years by ICTS' extended warranty. For laptops, which typically come with a one-year warranty, users are advised to buy extended manufacturer warranties.

The IT Helpdesk can be contacted to:

- Determine if the equipment falls under ICTS' extended warranty;
- Ensure warranties on equipment are not voided when upgrades or transfers are done.

As desktop equipment is part of the IT infrastructure used to deliver a range of core services, ICTS may, from time to time, issue notices that certain equipment should or must be replaced. This may occur prior to the recommended replacement periods below. For example, if an operating system is no longer supported by ICTS and the applicable device cannot be upgraded, a new device would need to be procured.



6. POLICY DETAILS

All IT equipment purchased from UCT funds, belongs to UCT, and periods apply to the equipment not the user. (A machine may be used by more than one user in its lifetime.)

6.1 COMPUTERS AND LAPTOPS/NOTEBOOKS

Desktop Computers and Laptops/Notebooks

Desktop computers and laptops may not be replaced before the end of a 5-year cycle.

LCD Monitors

The expectation is that LCD monitors will last at least 8 to 10 years. Replacement is to be based on failure and is not bound to a particular cycle.

6.2 SECOND MACHINES

Where a staff member needs a device, UCT will not fund:

- A laptop if the staff member has a desktop; or
- A desktop if the staff member has a laptop.

This limitation applies unless the Dean/ED/Director authorises an exception for good cause shown, duly indicated on a completed [\[FM041\]](#) *Request for exception to finance policy*.

6.3 COMPUTER ACCESSORIES

Computer accessories such as keyboards, mice, port/desktop replicators, stands and related accessories should be replaced on failure and are not bound to a particular replacement cycle. The expectation is that certain accessories, depending on the environment, will have different useful lives.

6.4 PRINTERS

The deployment and/or use of a UCT MPS printer is the preferred and default option.

- Staff members must print to department/central printers whenever possible due the lower cost per page.
- The appointed MPS vendor must be used.
- Personal or departmentally owned printers may only be deployed where a clear need exists; this is deemed to be an exception and must be explicitly authorised by the Dean/ED/Director and then only through consultation with ICTS.



When reviewing your printing requirements, please log a call with IT Helpdesk so that the ICTS department may assist in correctly assessing your printing needs.

6.5 FAX MACHINES

Staff members must use ICTS' electronic faxing system rather than buying fax machines.

7. DISPOSAL OF IT EQUIPMENT

If IT equipment cannot be re-deployed internally, then the processes as mandated by the *Disposal of IT Equipment* [ICT002] must be followed.

It is important that the disposal satisfies audit requirements and is undertaken in the most economically advantageous manner.

8. POLICY VIOLATIONS

All UCT staff (including joint staff), third parties and students are expected to comply with this policy. Failure of an individual student, member of staff, joint staff or third party to comply with this policy may lead to the instigation of disciplinary procedures and, in certain circumstances, legal action.

9. RELATED POLICIES AND GUIDELINES

- Assets [AST001]
- Delegated Authorities Limits [GEN002]
- Disposal of IT Equipment [ICT002]
- Disposal of redundant and second hand goods [PUR001]
- Funds deposited with or held by UCT [GEN001]
- Insurance Cover Guidelines [FG008]
- Purchasing [PUR003]
- Threshold values for purchasing [PPP002].





10. IMPLEMENTATION RESPONSIBILITIES

Line managers are responsible for ensuring all policies and procedures are communicated to and implemented by the responsible individual(s), including research staff. The Faculty/PASS finance manager has to ensure reasonable controls exist to support the implementation of policies.

11. CONTACT

ICTS helpdesk

icts-helpdesk@uct.ac.za

021 650 4500

