

University of California, Merced  
Personal Productivity Equipment Policy  
Approved March 7, 2004

## I. Purpose

A wide variety of personal productivity equipment is available to University of California, Merced faculty and staff and may be funded from a variety of sources. The purpose of this policy is to establish the modalities under which such equipment shall be acquired and supported. It is the goal of the University of California, Merced in adopting this policy to aid faculty and staff in achieving maximum effectiveness and efficiency in their professional endeavors. This policy recognizes the need to provide sufficient flexibility in equipment to meet specific programmatic needs, while at the same time seeking to provide an efficient and cost effective support and acquisition program.

## II. Scope

This policy applies to the acquisition of “personal productivity” equipment including, desktop computers, laptop computers, printers and other accessories, mobile telephones, personal digital assistants (PDAs), and any other mobile wireless devices, and like equipment acquired through any source of funding. This policy does not apply to acquisition of laboratory and research equipment.

## III. Provisions

### A. STANDARDS

1. The campus Central Information Technology department (hereinafter referred to as “Central IT”) is charged, under the oversight of such committee(s) as the Chancellor may designate, with creating and periodically updating standard configurations of personal productivity equipment and associated software. Multiple standard configurations shall be established, as appropriate, to provide for differing usage requirements of groups and individuals in performing their job functions. In a similar manner, options shall be provided within each standard as appropriate.
2. These standards shall be published electronically, accompanied by current pricing.
3. These standards shall be respected for all acquisition of personal productivity equipment, regardless of funding source, except where programmatic needs, as determined by the departmental unit, require an exception to the general campus acquisition standard, subject to review by Central IT.
4. An exception to general campus standards will be granted when:
  - i. the needs of the acquiring entity are significantly different than those that can be met by any of the standard configurations, or
  - ii. an agreed upon pilot experiment is to be performed.

### B. ACQUISITION

1. The University of California, Merced will address through a separate policy the allocation of start-up funding to departments or Schools for acquisition of information technology equipment for personnel.
2. Central IT shall be responsible for managing a budget line established for the purpose of providing equipment refreshes on appropriate intervals for each category of equipment. Funding shall be limited to the basic standard configurations; any upgrades beyond those shall be funded by the acquiring entity. In cases where an exception to the standards has been agreed upon, an allowance equal to the cost of the most similar basic standard configuration will be made available to fully or partially fund the refresh (not to exceed the cost of the refreshed equipment). Should inadequate funding be available in any given year to provide timely equipment refreshes for everyone, Central IT will establish priorities with the advice and the consent of such committee(s) as the Chancellor may designate.
3. Central IT will obtain pricing and coordinate the acquisition of all equipment and software with the Purchasing Department, except as mutually agreed upon with the acquiring entity. It is the intent of this policy that Central IT will strive to achieve economies of scale through bulk purchases of standard equipment except where programmatic needs require acquisition of non-standard equipment.

### C. SUPPORT

1. Support for all standard configurations will be provided by Central IT for a period minimally equal to the refresh cycle applicable to each kind of equipment. Central IT will support authorized non-standard configurations on a best efforts basis. It is the expectation of Central IT that as the UC Merced campus grows, the breadth of supported standard configurations will expand.
2. Such support will include, as applicable and appropriate, acquisition and delivery of hardware and software, maintenance updates, documentation, training, Help Desk, and similar services.
3. On-site support will be provided either directly by Central IT or by departmental/divisional staff under the guidance of or in some other mutually agreed upon arrangement with Central IT.
4. Central IT will endeavor to minimize the need for on-site support, by providing user-installable software, effective documentation, on-line and interactive help facilities, etc.
5. Central IT will develop and publish Service Level Agreements (SLAs) documenting coverage and response times for providing on-site problem resolution, under the oversight of such committee(s) as the Chancellor may designate.
6. For those users who wish to install non-standard hardware and/or software not warranted by specific programmatic needs, Central IT will endeavor to resolve problems. However, due to resource constraints, it is necessary that priority be given to users of standard configurations and approved exceptions. In addition, Central IT may recharge departments and divisions for excessive time spent diagnosing and resolving problems caused by user modifications or non-standard equipment and configurations for which an exception has not been granted. Any such recharges would be in accordance with the UC Merced recharge policy to be established through a campus-wide committee, and would be levied only when extraordinary

resources would be required to resolve issues. In addition, the department would retain the option of resolving issues independently or applying other resources toward such resolution.