



Policy and Title ICT001 – Replacement cycle of end-user ICT equipment

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

Scope Includes all end-user ICT equipment (excluding servers and network infrastructure equipment) purchased from UCT General Operating Budget (GOB) funds, as well as equipment donated to the University. This policy excludes purchases from research funds, for which this is a guideline rather than a policy.

Applicable to All UCT staff and students, including joint staff of PGWC or NHLS conditions of service, who are authorised to initiate ICT purchases on UCT General Operating Budget funds.

- Related policies**
- Purchasing policy [[PUR003](#)]
 - Funds deposited with or held by UCT [[GEN001](#)]
 - Threshold values for purchasing [[PPP002](#)]

Acronyms

ICT – Information and Communications Technology
GOB – General Operating Budget
UICTC – University Information and Communications Technology Committee
ICTS – Information and Communication Technology Services
LCD – Liquid Crystal Display

General Principles In general, ICT equipment should not be replaced until it fails, is uneconomical to repair or becomes unusable. The latter would generally occur when the equipment can no longer run the software or operating system at all, or at a reasonable, productive speed. 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 desktops) is covered for a further two years by ICTS' extended warranty. For laptops, users are advised to buy extended manufacturer warranties.

The IT Helpdesk can be contacted to:

- determine if the equipment falls under the ICTS' extended warranty
- ensure warranties on equipment are not voided when upgrades or disposals are considered

As desktop equipment is part of the ICT 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.

Policy All ICT 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.)

Desktop Computers

Subject to the caveat above, desktop computers may not be replaced before the end of a 5 year cycle.

The UICTC may propose an extension to this 5 year cycle in the future, for example, for student computer lab computers with the introduction of desktop virtualisation/thin clients which are currently under investigation.

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.



Second machines, tablets and laptops

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

- (a) a laptop if the staff member has a desktop; or
- (b) a desktop if the staff member has a laptop;

unless the Dean or Executive Director authorises this for good cause shown. (For example, staff with a particular requirement to work remotely from their office may need this.)

A staff member who has a laptop or desktop may be provided with a tablet where good cause is shown; however where a staff member has a thin/light laptop there may be no justification for a tablet.

Laptops may not be replaced before the end of a 5 year cycle.

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 cycle. The expectation is that certain accessories, depending on the environment, would have different useful lives.

Printers

Staff members must print to department/central printers whenever possible due the lower cost per page. Desk-based printers may be deployed only where a clear need exists and the purchase of ink jet printers should be avoided due to their higher operating costs.

Nashua is the present selected preferred vendor for providing staff and student print solutions. When reviewing your printing requirements, please log a call with IT Helpdesk so that the ICTS Department may assist in negotiations with Nashua.

Fax machines

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

Exceptions Deviations and exceptions must be based on a demonstrated business need, motivated by completing the [FM041](#): Request for exception to finance policy form. The nature and number of exceptions will be monitored and assessed for 12 months, to inform any required adjustments to the policy.

Disposal If ICT equipment cannot be re-deployed internally, then the processes as recommended by the Disposal of IT equipment policy must be followed.

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

General user responsibilities ICT equipment located in common or open areas, and in computer labs must be secured with an approved security solution, such as a cable and lock. When unoccupied, rooms should be locked and alarmed. Similarly, staff should appropriately secure their equipment and offices.

Most pieces of ICT equipment contain sensitive electronic components that can be adversely affected by shock, heat, dust and liquid. Equipment should be located off the floor, preferably on a sturdy surface, away from direct sunlight and other heat sources, and situated such that other objects (i.e. books, papers, furniture) do not block the cooling vents.

Food and drink should always be kept away from any computer equipment. Most equipment can be safely dusted off with compressed (canned) air and wiped with a soft cloth slightly dampened with water only. Equipment should be turned off prior to cleaning or moving.



Implementation responsibility The Heads of Department are responsible for ensuring all policies and procedures are communicated to and implemented by the responsible individual(s), The faculty/Professional, Administrative and Support Services Finance Manager has to ensure that reasonable controls exist to support the implementation of policies.

Contact IT Helpdesk
www.icts.uct.ac.za | Helpdesk | Log a New Call
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Policy Section Information and Technology Section
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