
DIVISION: Administration	
SUBJECT: ITS Hardware Standard Exception Policy	Page 1 of 2
Policy Number:	Supersedes: None
Effective Date:	Previous Issued: N/A

1.0 STATEMENT OF POLICY

The Information Technology Services (ITS) Hardware Standard Exception Policy is a policy outlining definitions, authority, responsibilities, procedures, and guidelines for the procurement of specialty computers. This policy is designed for computers managed through the RMP replacement schedule although it can be referenced for other areas as well.

All computers are ordered with specifications to provide quality service over the University designated lifespan of the machine. In some cases, departments may want to pay for upgrades to the standard computer, or request a completely different alternative. Often, these alternatives are faculty computers co-opted for research development or a specific teaching need. These unique scenario computers are considered Hardware Standard Exceptions (HSE).

In cases where a HSE is requested, a written document with description of the suggested computer and explanation must be filled out by the departmental RMP Coordinator and sent to the ITS RMP contact for vetting and cost requirement. Prior to this forms completion, the departmental RMP coordinator should discuss this document with the computer designee, budget manager, and the head of the department or college (or designee). It is strongly recommended that HSE models are purchased from University standard manufacturers. A HSE will receive a specific support agreement which will be finalized during the purchasing discussions.

2.0 POLICY/PROCEDURE

2.1 Requesting Hardware Standard Exception

2.1.1. The requestor will complete the ITS Hardware Standard Exception Request document. The Hardware Standard Exception Form will provide the requestor space to highlight why the standard computer will not meet their workload and provide the specifications of a computer that would. This document must be delivered to their departmental RMP coordinator.

The Hardware Standard Exception Request document is available through the ITS.

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2.1.2. If so approved, the departmental coordinator will forward it to ITS Purchasing. The HSE document should include detailed technical specifications on the requested computer.

2.1.4. ITS will review the technical specs and return a quote from a preferred vendor, and if necessary, include a quote for a comparable supported standard manufacturer computer to the RMP Coordinator.

2.1.5. Based upon previous support experience and discussions with the requestor, ITS will detail a Service Level Guideline document. This document will describe how that HSE computer will be supported.

a. The SLG document will be signed by the CIO or his/her designee and be sent to the RMP Coordinator for departmental/college review.

For example: In cases of hardware failure, ITS will act as a liaison between the client and the manufacturer to speed repair in whatever way possible.

2.1.7. Departmental RMP Coordinator will sign off on the quoted system and seek the signature of the department VP or Dean approve the purchase and Service Level Guideline.

2.1.8. Any additional costs for the hardware, upgrades, warranty, or training will be covered by the requesting department.

Last reviewed by: D. Cooke	Date: 1/22/2010
Approved by:	Date:
Denied/Postpone:	Date:
Notes:	