Endpoint Lifecycle Procedures

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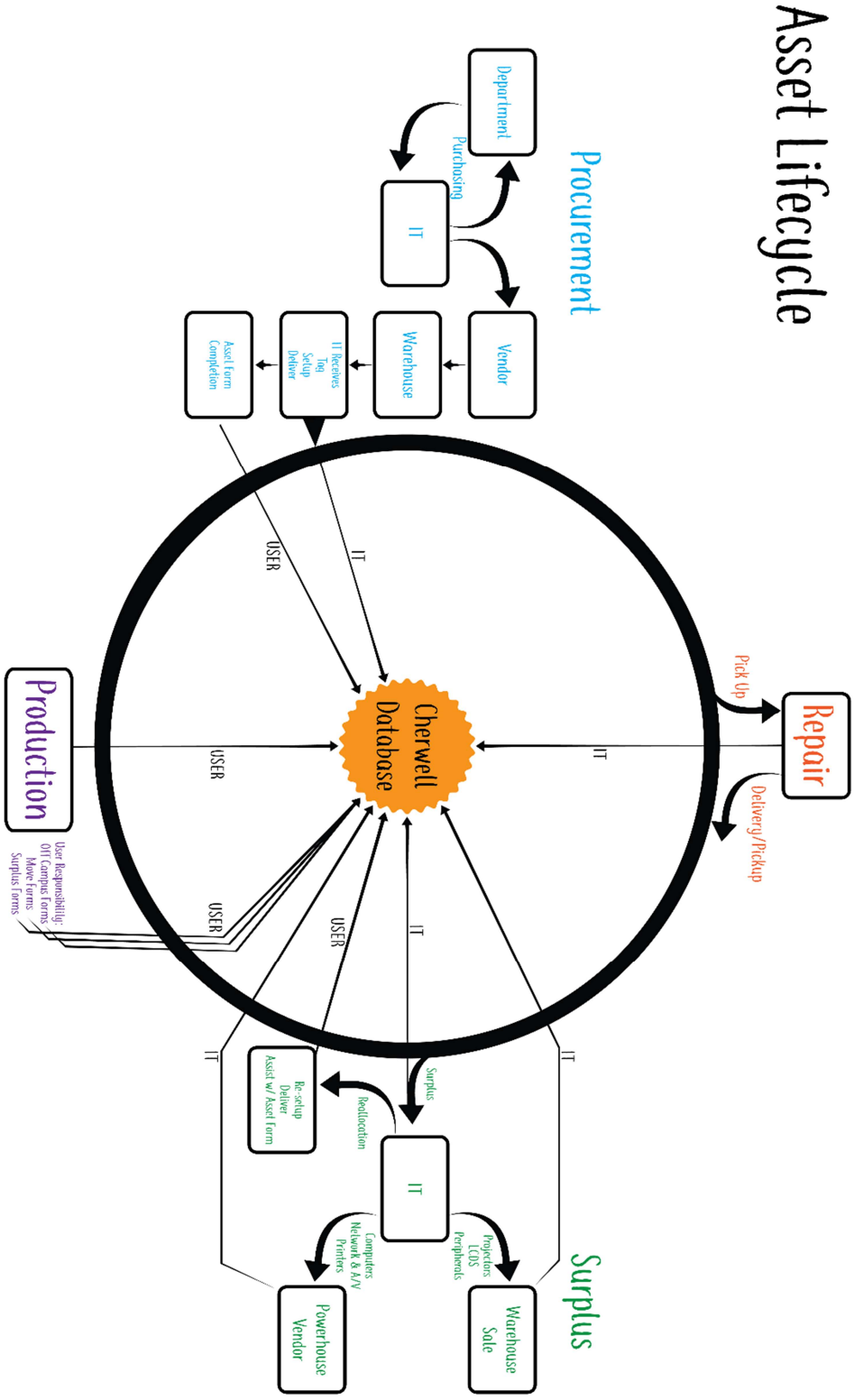
Asset Lifecycle Chart



Tiers of Support

- **Full Support** - Assets that are within their original warranty period from the original vendor. These assets are considered in compliance and receive full hardware and software support.
- **Limited Support** - Assets that are out of warranty and less than 5 years old. Hardware repairs will be performed but charges will be incurred for parts and/or labor. They will receive best effort software support only.
- **No Support** - Assets that are older than 5 years. Hardware will not be repaired or replaced for these assets. They will receive no software support. These assets are considered out of compliance due to security and supportability risks. These assets should be refreshed and should not be on the University network.

Allowable Exceptions

- Assets purchased via approval of the University Computer Exception Committee. These assets are still subject to the established tiers of support.
- Assets that transition into the "No Support" tier, due to their age are required to obtain approval by the University Computer Exception Committee if they are to remain in use.

Out of Compliance

- Assets that are greater than 5 years old.
- Non-CPI standard assets that are purchased with University funding that do not have a documented Computer Exception form.
- Assets that cannot be updated to the latest security patches regardless of age.

Computer Purchasing Initiative

About the Combined Pricing Initiative (CPI)

The UNC Combined Pricing Initiative (CPI) combines the purchasing power of 17 UNC institutions to provide all with equal access to volume discounts on PC equipment purchases and related services. The CPI offers the same or better discounts for standard PC purchases. **UNC-SO formed a task group to negotiate with vendors for the best prices** for a range of standard desktop and laptop computer configurations intended to meet diverse computing needs while also reducing the total cost of ownership. EPEAT/Energy Star requirements are also included for energy conservation.

IT Technology Refresh Program

Given the enormity of the budget challenges the University is facing, carefully managing the procurement of technology is critical to ensure we maximize our volume purchasing power, negotiating the deepest discounts possible, and reducing our ongoing support cost. This is enabled by carefully selecting, reviewing, and managing preferred vendors for servers, printers, computers (desktops, laptops, tablets) and generic software, a process we call the IT Technology Refresh Program.

Because such process was needed across the board, the UNC Combined Pricing Initiative (CPI) was established.

Ordering Equipment

CPI purchases are to be made through the Catamart Purchasing system. Catamart can be found inside of myWCU, in the Quick Links section. All items that are on Catamart fall under the UNC Combined Pricing Initiative (CPI). Participation has been mandated by UNC-SO for all campuses, and each campus will be required to make at least 80% of all PC purchases from the standard configurations available through the CPI.

Apple Combined Pricing Initiative

Quarterly, Apple offers a special, bulk discount opportunity that is coordinated through the UNC System Office (SO). If IT chooses to participate during a quarter, we will make an announcement.

- The orders will then be collected and submitted to UNC-SO.
- To coordinate delivery, please indicate on your campus PO to Apple when you will not be able to received orders from Apple. Example language for your PO: "No orders to be received on December 20, 2018 thru January 2, 2019."

This offer is valid for most Apple items **excluding** service parts, iPhones, specialized training and volume agreement software. iPads must be a part of a larger order to receive a discount. This means

that your order will need to contain additional items other than just iPads. The new discount we will get from Apple will be **in addition to** the standard education discount (4-9%) you see on their education store Web page. The amount of the final discount will depend on the total number of orders received across the UNC system. For example, in the September 2018 bulk order, we received an additional
8.98% discount over standard educational pricing.

The preferred vendors list

- Dell
- Apple

IT Surplus Hard Drive and Data Disposal Process

- IT items (desktops, laptops, external devices) with hard drives or data, including external hard drives and thumb drives, must be surplused using IT's web portal surplus request form at https://help.wcu.edu/ .
- The surplus forms are then approved by that department's asset coordinator.
- A surplus form is then generated by the Cherwell database and the items are then picked up by
- IT's Desktop Services.
- The surplus items picked-up are checked against the surplus form and are then signed and dated
- by the customer and the pick-up team member.
- The surplus items are then taken to the designated secure surplus storage area. This location is
- only accessible by designated staff and is monitored via security system and cameras.
- The signed surplus request form is attached to the Cherwell surplus request form and the
- request is marked as completed.
- The surplus items are stored at this holding location until a University approved third party
- partner comes to retrieve the items and dispose of them securely.
- In the event removable media items are received through the surplus process they will be stored in the same location and handled in the same way.
- Upon request by the IT Security Office certain media may be requested to be disposed of immediately.
- Before and after the University approved third party partner completes the pickup of surplus items, internal IT staff review and reconcile the IT Cherwell Asset Database and device management software to reflect their accurate status.