



IT Technology Supply Procedures

Date of Last Revision:	March 2022
Responsible Department:	Information Technology
Security Framework References:	NIST ID.AM-1; ID.AM-2; PR.AC-1; PR.AC-3; PR.AC-4 CIS: 1.1-1.6; 2.1-2.4; 3.1-3.7

PROCEDURES

Information Technology evaluates both Macintosh and Windows computers to offer approved models that meet security requirements, functionality, network connectivity, and compatibility with classroom technology.

Supported software is site licensed to provide the best pricing.

Information Technology offers technical support for all currently supported hardware and software. Contact the [IT Services](#) to initiate a work request.

Purchasing Guidelines

Information Technology may fund computers for faculty and staff in the Academic Affairs division. Please check with the [Technology Acquisition](#) to find out if the computer requisition is centrally funded.

IT will provide funding for a new computer for new line positions, tenure and tenure-track faculty positions, and affiliate faculty positions with approval.

Placement of a refurbished computer by IT with approval for adjunct and visiting faculty, student and graduate positions, and part time positions.

Non-academic divisions are responsible to provide funding for all faculty/staff computer requests.

The replacement of computers is contingent upon many factors including security requirements, performance of software applications, equipment age, and repair history.

One computer per employee. High end research computers may be approved with AO or Provost Office approval and requested through [Technology Acquisition](#). Replaced computers are refurbished for use in other areas if appropriate. Two or more employees may share a computer in some instances.

Computer Reassignment

Submit a ticket with [IT Services](#) to reassign a computer to a different faculty or staff member. IT must provision the computer for the new user to ensure up to date security and network protocols.

Computers that do not meet current supported standards will be replaced by a refurbished computer if available. In some cases, the department may have to purchase a new computer.

Departments outside of IT are not to image or setup a university computer for re-assignment

Obsolete Equipment

As computers and operating systems become unsupported, Information Technology will discontinue support.

Submit a ticket with [IT Services](#) to pick up university computer equipment that is no longer needed.

Computers are not to be sold or issued for non-GVSU use.

Printers

Network printers need to meet security and remote management requirements. Contact [Technology Acquisition](#) for help choosing a supported model that meets your department needs.

Non-networked printer requests must be funded by the requesting department.

Non-networked printers are not for use wirelessly on campus.

Standard Software

Standard software on all GVSU computers includes Microsoft Office, Outlook email, Adobe Reader, DUO, VPN client and Zoom Phone.

Computers have anti-virus protection and are configured to connect to the network for file sharing, backup, and printing.

Personal Devices

Personal computers and mobile devices are not supported by Information Technology.

All features of network file access and printing are not available for personal devices.

Personal wireless routers are not allowed on the network. Contact the [IT Services](#) to report poor Wi-Fi coverage or check the [service status page](#).