**PC Replacement POLICY**

**Policy Number: Operations (ITP) 12-01**

**Issue Date: 11/19/2012**

**Effective Date: Immediate**

1. **Purpose**

The purpose of this policy is to establish the requirements governing PC Replacement for Seat, NNS+ (Non-network Seat Plus), and NNS (Non-network Seat)

1. **Revision History**

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| --- | --- | --- | --- |
| Revision Date | Revision Number | Change Made  | Reviser |
| 11/19/2012 | 01 | Policy Creation | N. Scoble |
| 02/25/2013 | 02 | Add 5.7 | N. Scoble |
| 05/13/2013 | 03 | Updated 5.2 with 19” monitor | N. Scoble |
| 01/13/2014 | 04 | Updated 5.2 with 17” monitor | N. Scoble |
| 03/05/2014 | 05 | Updated 5.2 with 20” monitor and PC Refresh Credit 1 time every 4 years added to 5.1.. | N. Scoble |

1. **Persons, Groups, Systems Affected**

All agencies within the executive branch of Indiana state government

1. **Definitions**

4.1 Seat – PCs which are connected to the State of Indiana network, are replaced on a 4-year cycle, and are IOT-owned Assets.

4.2 NNS+ (Non-network Seat Plus) – PCs which are NOT connected to the State of Indiana network, are replaced on a 4-year cycle, and are IOT-owned Assets.

4.3 NNS (Non-network Seat) – PCs which are NOT connected to the State of Indiana network, are not replaced by IOT, and are NOT IOT-owned Assets (remain agency assets).

For more information:

 <http://www.in.gov/iot/files/FY2014_IOT_Services_Descriptions_and_Rates.pdf>

4.4 PC Refresh – Approximately every 4 years, an agency will be scheduled to receive new PCs for Seat and NNS+ PCs.

4.5 PC Refresh Credit – The cost of a standard desktop PC which is given as a credit when an agency chooses an upgraded model.

4.6 IOT – The acronym for the agency Indiana Office of Technology

4.7 Agency – All agencies in the executive branch of Indiana State Government other than IOT.

1. Policy (Seat and NNS+ PCs)

5.1 A new standard desktop PC (including a keyboard and mouse) will be made available to the agency paying either Seat or NNS+ on the anniversary of the agency PC Refresh cycle. IOT only provides one PC Refresh Credit every 4 years for each Seat or NNS+ charge. Any upgraded PC (laptops and accessories) is the financial responsibility of the agency.

5.2 Monitors are not included in PC Refresh but will be replaced with a 17” monitor if there is a failure. IOT only replaces failed monitors if there is a single monitor. Providing multiple monitors is the agency’s responsibility.

5.3 Although Seat and NNS+ PCs are IOT-owned assets, the agency is the custodian of the IOT-owned assets and is responsible for notifying IOT when an asset is moved or in the possession of a different user than when originally deployed.

5.4 The agency is responsible for opening a ticket to have IOT-owned PC asset no longer needed returned to IOT. When the PC is returned to IOT, the monthly charge will be removed from the agency’s bill. The agency assumes fiscal responsibility for damage or loss of all IOT-owned assets under their control including power adapters, keyboards, mice, and accessories.

5.5 IOT-owned Desktop Chassis style PCs must be placed flat on the desk... If a Desktop PC tips over resulting in damage to the PC, the agency must pay for the repair since this type of damage is not covered under warranty. If a PC must be placed on the floor, a CPU stand may be purchased from IOT.

5.6 If any agency requires a PC for a new position resulting in a new Seat or NNS+ charge, the PC provided will be of the same approximate age (warranty expiration date) as the rest of the agency if available.

5.7 The State of Indiana policy is to issue only 1 PC per employee. If the employee needs to be mobile, they should be issued a laptop.

1. Policy (NNS)

6.1 If an NNS PC has a failure which is not covered under warranty, the agency is fiscally responsible for any repairs or replacements.