Return of Drake-Owned Technology

Review Period: Once every two years or upon request from HR

Effective Date: December 11, 2020

Updated Last: January 25, 2023

Policy Summary

All employees are provided with Drake-owned technology to use during their employment at Drake. When employment ends by termination, voluntary resignation, or when a technology is replaced, these items must be returned to Information Technology Services (ITS) within 10 business days of the employee's final day of work or the deployment date of the replacement technology. For employment ending, the departing employee's direct supervisor is responsible for initiating the end of employment procedure outlined below. For technology replacement, the supervisor (or authorized department personnel) is responsible for initiating the technology replacement procedure. If a computer is subject to legal hold, additional procedures will apply.

Purpose

The purpose of this policy is to ensure that all Drake-owned technology is returned to ITS prior to reuse or disposal following the end of employment for a Drake employee or as part of technology replacement. This process will ensure the safety of university information technology resources and protect against security vulnerabilities. Refer to the [Acceptable Use of Information Technology Resources](#) policy for more information.

Scope

This policy covers all Drake-owned technology that has been issued to a university employee.

Definitions

Employee: Full-time and part-time Drake faculty and staff, student employees, and interns.

Drake-owned technology: Any technological tool issued by Drake ITS to the employee for use during their employment at Drake, including a computer (laptop or desktop), mobile phone, tablet, keyboard, computer mouse, or Bluetooth headset. This includes departmental shared computers and loaner computers.

Supported modern operating system: An operating system still within support as determined by the manufacturer, including Microsoft and Apple systems.

Disposal

Recycling or disposing of older technology remains in accordance with state and federal laws and following ITS-established procedures.

Support Scope

Only computers that are less than five years old and have a modern operating system will be supported by Drake ITS. An older machine may be reissued if ITS determines it is functional and can use a supported modern operating system. Computers over five years old will only receive best effort support from ITS and will be blocked from the network when they can no longer run a supported operating system. Reuse and support timelines vary for other accessories.

Finance

The funding to purchase new or replacement computers for new full-time faculty is centralized within the provost's office. Computers for staff and other administrative functions are purchased with department funds.

End of Employment Procedure

NOTE: Computers and other accessories can be reused by a future hire if they are within the current support scope. Technology, including computers, must be returned to ITS prior to reissue to prepare them for the next user by ensuring they are up to date and removing files from the previous user. ITS may require that additional tech accessories be returned prior to reissue.

1. The direct supervisor of the departing employee notifies ITS by submitting a [Computer/Peripheral Request](#) in the IT Service Portal and provides the following information:
   - Name of departing employee
   - Employee's separation date
   - What Drake-owned technology needs to be picked up?
   - Is the department requesting that these items be reused by another employee including the departing employee's replacement?
2. If a request has not been submitted within 10 business days from the departing employee's end date, ITS will remotely lock the technology, which will remain inaccessible to all users until it is returned to ITS for review and service.

3. Once the request has been submitted, a campus technician assigned by ITS Campus Relations picks up the item(s).
4. ITS staff reimages or removes all previous user's files and information and updates software as needed. All computers, regardless of purchase funds, must be returned to ITS for evaluation of support scope and reimaging.
    - Computers purchased fully by the provost's technology funds that meet support scope will be repurposed to the ITS Loaner Pool for faculty and staff to use while their computers are being repaired.
    - Computers purchased fully or partially by individual department funds will be assessed to be reissued within that department after the support scope evaluation.
5. If a computer does not meet the minimum requirements, it will not be reissued and ITS will work with departments through the process of purchasing a new computer.
6. When applicable, if there is a legal hold on the computer for any reason, the computer cannot be reissued until that hold has been cleared by Drake's legal representation.

Technology Replacement Procedure

NOTE: Computers and other accessories can be reused by a future hire if they are within the current support scope. Technology, including computers, must be returned to ITS prior to reissue to prepare them for the next user. This includes ensuring software is up to date and files from the previous user have been removed. ITS may require that additional tech accessories be returned prior to reissue.

1. The department purchasing the new computer notifies ITS by submitting a Computer/Peripheral Request in the IT Service Portal.
2. If the computer being replaced is not going to be reissued to another user, then the employee schedules the return of that computer via the computer purchase request.
    a. If the computer being replaced or returned is not delivered to ITS within 10 business days of the deployment of the new computer, ITS will remotely lock the older computer, which will remain locked and inaccessible to all users until it is returned to ITS for review and service.
    b. To ensure a smooth transition and avoid a lockout, users should make sure files are synced to OneDrive before their new computer arrives. Please reference What to Do Before and After You Get a New Computer (FAQ).
    c. If the computer being replaced is not being reissued, then the process may end here.
3. If the department wishes to reissue the computer being replaced, then ITS must be notified by submitting a Computer/Peripheral Request in the IT Service Portal, choosing the "Reassign computer to new user" request nature, providing the following information:
    - Type of technology
    - Current user
    - New user
4. Once the request has been submitted, a campus technician assigned by ITS Campus Relations picks up the item(s).

5. ITS staff reimages or removes all previous user's files and information and updates software as needed. All computers, regardless of purchase funds, must be returned to ITS for evaluation of support scope and reimaging.
    - Computers purchased fully by the provost's technology funds that meet support scope will be repurposed to the ITS Loaner Pool for faculty and staff to use while their computers are being repaired.
    - Computers purchased fully or partially by individual department funds will be assessed for reissue within that department. Computers must align with the defined support scope.
6. If a computer does not meet the minimum requirements, it will not be reissued and ITS will work with departments through the process of purchasing a new computer.
7. When applicable, if there is a legal hold on the computer for any reason, the computer cannot be reissued until that hold has been cleared by Drake's legal representation.

Loaner Computer Procedure

Loaner computers are available for use by Drake employees when the primary computer is being repaired or while waiting for a new computer to be delivered and deployed. Loaner computers are typically returned and reimaged machines from previous purchases or employees. These legacy machines are usually near the end of their lifecycle.

To receive a loaner computer for a new employee, a Computer/Peripheral Request ticket must be submitted and approved. Any current ticket for a new computer or computer repair should be updated with the loaner computer information. These computers may be used in the same manner as the employee's primary computer in all ways allowed within the Acceptable Use of Information Technology Resources policy. Loaner computers are not to be used as a permanent computer for a new hire or adjunct faculty.

Before an employee's primary computer is deployed, the loaner computer must be returned to Drake ITS for review and restock within the loaner pool. The loaner computer must be returned before ITS will deploy the primary computer for use. If a computer is subject to legal hold, additional procedures will apply.

Any loaner computers that are not returned before deployment of primary computer will cause the primary computer to not be deployed to the employee. Computers that are not returned to ITS will be locked out of the campus network, administratively locked to prevent logins, and may be made non-functional. If needed, campus security will be brought in to help recover the computer.

Exceptions

Grant-funded technology: Grant-funded technology is outside the scope of this policy. Grant principal investigators are responsible for the life-cycle management of grant-funded technology. Computers purchased with grant funds must be handled and used according to grant requirements. ITS can assist with quoting, purchasing, and installing grant-funded equipment as well as safe and secure disposal of

grant-funded equipment when needed. Grant-funded technology may be blocked from Drake networks if it does not have a supported modern operating system.

Laboratory or research technology: Laboratory and research technology is outside the scope of this policy. Laboratory managers are responsible for the life-cycle management of lab and research technology.

Retired and emeritus faculty: The computer that Drake supplied to full-time faculty should be returned upon retirement. If the retired or emeritus faculty wants to purchase the computer and ITS approves, ITS will establish a fair-market value price. A sale can only occur after the computer has been processed by ITS staff. The computer will become personally owned and no additional support will be offered by ITS.

Potential Impacts

Any computers that are not returned during the policy-specified window will cause delays in the process of reissuing the computer to new hires. Computers that are not returned to ITS will be blocked from the campus network, administratively locked to prevent log ins, and may be made nonfunctional. If needed, campus security will assist in recovering the technology.

Policy History

Adopted   12/11/20

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