

DIVISION OF BUSINESS AND FINANCIAL AFFAIRS
Information Technology Services

Process Number: BP-03-015.01**Approved By:** James August

AVP for Information Technology Services

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Business Practice for End-of-life (EOL) / obsolete computers

PURPOSE:

To describe a process for equipment marked as end-of-life (EOL) that is no longer supported by the manufacturer and is not receiving security or support.

BACKGROUND:

The University currently supports personal computers, including desktops, laptops, and tablet devices. To maintain a modern, reliable, and secure computing environment for the campus and to ensure that CI students and employees have good working equipment to perform their daily assignments. Once a computer is no longer supported by the manufacturer, it needs to be removed immediately from the campus environment. A regular refresh cycle reduces the burden of support by technicians in the Information Technology Services (ITS) for older, less reliable, and increasingly non-standard equipment.

BUSINESS PRACTICE:**Accountability:****Applicability:**

All recipients of the following University-owned equipment: personal computers (including desktops, laptops, and tablet devices); televisions; classroom or conference room audio/visual equipment (including projectors, switchers, amplifiers, speakers); and printers.

Definitions:

1. **End-of-Life.** A description of any University-owned computer equipment which has reached the end of its useful life for any one of the following reasons, including but not limited to:
 - a. the original and extended warranty purchased for the equipment has expired.

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- b. the original equipment vendor (e.g., Microsoft, Apple, etc.) ceases to market, sell, or support the equipment.
- 2. Operating Systems and Application patching for vulnerabilities is part of the maintenance of all university systems.
- 3. Support is limited when it reaches the complete lifecycle of four years (warranty).

Text:**General**

Each division receives funding from the University budget to support the regular, timely refresh of computer equipment, and each division is expected to prioritize and manage the regular refresh of out-of-warranty computers. This is often done to ensure security, as unsupported systems are more vulnerable to security threats. Specialized computers (with InfoSec approval) that are no longer supported may be isolated from the network to prevent them from becoming potential entry points for security breaches.

On a monthly basis, ITS user services staff shall:

- 1. review the inventory of computers that should be marked off as EOL.

Any computer marked as EOL must be surplus and replaced with an operational computer.

If any of the criteria for operation are not met for the computer, the computer shall be immediately disconnected from the campus network and immediately delivered to ITS for decommission and disposal.

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On an annual basis, ITS shall provide a report to each division vice president with a list of computers assigned to employees within their division which will be EOL that coming year.

Exhibits:**List of Equipment Lifecycles and End-of-Life Dates**

Device type	End-of-Life Date
Computer (desktop, laptop or tablet)	5 years from date of purchase
Television	6 years from date of purchase
A/V Equipment (Projectors, Switchers, Amplifiers, Speakers, etc.)	6 years from date of purchase (Limited support after manufacturer warranty expiration)
Printers	5 years from date of purchase (Limited support after the limited one-year manufacturer warranty expiration)

List of Standard Computer Equipment

A list of standard computer equipment is available here:

<https://www.csuci.edu/its/purchasing/quotes.htm>

These documents are incorporated by reference. Please consult the ITS Policy website for the latest versions:

BP.03.009 Business Practice on Personal Computer Inventory:

<https://www.csuci.edu/its/policy/bp-03-009.htm>

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Assessment Requirements

Assessment requirements and history are listed in the grid below.

Description	Frequency	Role Assigned	Date Completed
General review of this business practice	Annual	ITS Director / Manager of User Services	01/17/2024

Revision History

BP Nbr:	BP-03-012	Enacted Date:			
Revision Nbr:	001	Revision Date:	01/17/2024	Revised By:	C Miranda