

## **Standards for Computer and Related Technology**

### **POLICY**

Determining standards for computer hardware, software, and related equipment is a responsibility of the Director of Information Technology Services.

Supported products are those that have been accepted for general use throughout the College for either administrative or academic purposes. Information Technology Services (ITS) will provide installation, instruction/consultation and maintenance, and repair services for supported products. Whenever financially beneficial and feasible, site license arrangements will be negotiated for supported software products. The College has negotiated volume discount pricing for many supported hardware products. Clients should purchase these products through BCC contracts to take advantage of savings opportunities. ITS has the responsibility of maintaining the integrity of the College's computing network, and unsupported products will not be permitted to endanger the network's proper functionality.

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### **PROCEDURE**

#### **A. Hardware/Software**

In support of and compliance with federal copyright law, Brunswick Community College requires that all computer hardware/software located within any facility of the College be purchased through the Information Technology Services (ITS) department and used only by the College according to current licensing agreements with respective software manufacturers.

Infringements of this policy include the making or use of unauthorized software by copying, sharing, lending, giving, transferring, and/or installing software in ways not covered by the licensing agreement for particular software purchased by the College. Software not purchased by the College will be considered unauthorized.

Such infringements constitute grounds for disciplinary action by the College and/or prosecution by software manufacturer(s) and the College. Compliance will be monitored through procedures adopted by the College.

Periodic audits of software will be conducted by the Director of Information Technology. Any unauthorized software may be erased by the Director of ITS or one of ITS staff without notification or permission of the user.

#### **B. Hardware replacement**

Challenged by the rapidly changing world of advanced technology and in order to meet its established mission and goals, Brunswick Community College strives to incorporate appropriate state-of-the-art computer technology in each area of the College and to evaluate this technology on a consistent basis.

All computers are evaluated annually to determine if they meet institutional needs. In order to meet business and industry standards, the College will replace and/or upgrade all computers on a rotating three to five year cycle. Information Technology Services staff will replace computers and printers in student computer labs based on instructional needs and available funding, then faculty based on user

needs, technological changes, institutional priorities, and the availability of appropriate funds. Staff computers will be upgraded based on availability of computers removed from student computer labs and/or faculty offices.

All computers will have one of the following designations applied: comprehensive, basic, or limited.

- ◆ Comprehensive = indicates a high-end, network-ready computer, capable of performing an extensive variety of applications.
- ◆ Basic = indicates a mid-range, network ready computer, capable of performing a variety of select applications.
- ◆ Limited = indicates a low-end computer adequate for performing a few select applications.

As replacement computers are obtained, each existing computer will be evaluated and, if applicable, reassigned to other areas of the College based on user needs and computer capability. If no appropriate use is determined for the computer, it will be discarded according to standard operating procedures. All technological equipment is removed from inventory, hard drives removed and destroyed and the carcass placed in recycle trailer.

Workstation computers located in the computer labs, Library and Academic Center for Excellence will receive newly ordered computers, thereby keeping the oldest student accessible computers no older than four-five years. Computers removed from these areas will replace the oldest workstations accessible by faculty. The computers removed from faculty rotation will then be used to replace the oldest workstations accessible by staff. Computers removed from staff service will be placed in one of the following environments: (1) remote site for continuing education purposes; (2) backup machines for fault tolerance; or (3) salvage use (hard drive and internal components removed and case recycled).

The procedure explained above is effectively prioritized as: (1) BCC Main Campus; (2)Leland; (3)Southport; (4)SBIC; (5)BETC and other remote centers as developed by Brunswick Community College (BCC). This procedure is solely dependent upon funding availability. Remote centers such as Boiling Springs Lakes and future EMS or Fire Station class centers will receive computers capable of providing required application access.

All computer equipment movement will be recorded by completion of an inventory equipment transfer form, which will be processed by BCC business office personnel. The BCC business office will make the final determination as to whether the equipment is on inventory and or off inventory and process the form accordingly.

The purchase of identified equipment will be completed in accordance with the guidelines established by the State of North Carolina Division of Purchase and Contract. All purchases of technological hardware will process from ITS for the purpose of network compatibility issues.

#### **1. Additions to Supported Products List**

A Technology Committee, along with the Director of Information Technology Services will consider modifications and additions to the list of supported products. This committee will consist of minimum of five (5) persons in addition to the Director of ITS and will include two (2) full-time Faculty members,

two (2) full-time Staff members, and the Student Government Association President. When the list is modified notification will be posted on the online [BCC Employee Manual](#) under *Human Resources*. Products may be nominated for consideration by any faculty or staff member or student by calling 8708 and requesting that the product be reviewed for inclusion into the Supported Products List.

The following criteria will be used in considering additional products:

- A. value added beyond products currently listed, if the product is similar to one already on the list;
- B. potential for use of the product throughout the campus;
- C. training and other support available from the vendor;
- D. cost of purchase and maintenance and availability of site license/educational discounts;
- E. compatibility with the College's telecommunications and network environment; and
- F. ease of use as measured by training, consultation, and familiarization requirements.

2. **Network Standard for Campus Computing Networks** operating Microsoft's Active Directory will be the campus standard for office and instructional laboratory networks in the Windows environment. The Microsoft Windows Operating System (OS) is recognized as a resource that is of increasing importance for departmental computing. ITS will support MS Window's server, Netware for Groupwise E-Mail, Linux, and Unix Operating Systems and supports the College infrastructure holistically including remote sites.

**Building and Campus Computing Networks** ITS Data and Voice operates through the implementation of Ethernet protocol used for building and campus networks. Office and instructional laboratory networks will be connected to Ethernet building networks and the campus network as appropriate. Fiber Optic connectivity is provided to all buildings on campus. Additionally, Leland and BETC are connected through MetroE back to main campus. Core network switching is managed by Cisco's very high speed Ethernet switches augmented by a mixture of 100Mb/second and Gigabit Ethernet. All campus switching hardware and switch software must operate under the Cisco Catalyst environment.

3. **Related Information**

[Appendix A](#) (PDF: requires a reader such as [Adobe Reader](#)) is a list of products that is supported by ITS at BCC. Supported products are those for which ITS will provide installation, maintenance, repair services, and consultation/instruction. Although a product may be supported, this does not imply that the product has been site licensed for use by everyone at BCC. The term "maintenance" indicates that ITS maintains a copy of the product and will attempt to keep copies of the product current and in proper working order. The term "consultation" indicates that ITS has access to appropriate reference resources, and consulting staff members are knowledgeable in the operation of the product. The term "instruction" indicates that workshops, instructional videos, or tutorial documentation are provided for the product.

Products for which ITS provides campus-wide site license can be found in [appendix A](#) (PDF: requires a reader such as [Adobe Reader](#)) preceded by \*\*. These site licenses, at a minimum, permit College owned equipment attached to the College network to run the programs so indicated without other charges. To decide when to acquire a campus-wide site license, ITS makes a judgment based on numbers of copies of a program in use on campus and the costs of licensing everyone on campus (including those who may not use the program). Site licenses are acquired when significant cost savings may be possible even though not everyone will use that piece of software.

Office network and/or ITS lab installation of software used specifically for instruction or research may be requested through the [BCC's Helpdesk](#). Unless otherwise noted, support is limited to configuring the software to run on BCC's network and troubleshooting errors in the operation of the software. A list of software deployed in ITS labs for instruction and research and provided on office computers can be found in [appendix B](#) (PDF: requires a reader such as [Adobe Reader](#)). The installation of software in BCC Labs and offices is the responsibility of ITS.

This policy will be reviewed annually by the Director of Information Technology Services, and any revisions will be submitted to the Board of Trustees for approval.

*Approved by the Brunswick Community College Board of Trustees*  
June 9, 2010; February 19, 2018