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INTRODUCTION
IT-1: IT HARDWARE AND SOFTWARE REQUESTS

Policy
1.1 The Building Manager is responsible for administering the purchase of computing hardware, and computing software not made available by SFU IT Services or included in the Society's IT renewal plan. The VP Finance & Services will serve as oversight for this service and will work to ensure the process does not break down.

Supports
- Staff

Standards
1.2 Departmental coordinators may consult with the Building Manager should the provisions for purchasing IT hardware or software be unclear.

Process
1.3 Departmental coordinators wishing to acquire additional computing hardware or software will:

(a) ensure their departmental budgets are developed to include the cost of any new hardware or software not provided for in the Society’s IT plan,

(b) submit an SFU ITS request at http://www.sfu.ca/itsds/help detailing the proposed purchase to determine whether or not it is available via SFU ITS and whether there are any relevant considerations regarding the proposed purchase in relations to the Society’s IT environment, and
(c) submit a completed Cheque Requisition Form to the Finance Department for the processing of any purchase or reimbursement.
IT-2: COMPUTING HARDWARE RECYCLING AND REPURPOSING

POLICY TYPE: INFORMATION TECHNOLOGY POLICY
POLICY TITLE: COMPUTING HARDWARE RECYCLING AND REPURPOSING
POLICY REFERENCE NUMBER: IT-2

Adopted: April 23, 2021
Next Scheduled Revision: April 2022

Policy

2.1 The Operations Organizer is responsible for the repurposing or recycling of any unwanted computing hardware. The VP Finance & Services will serve as oversight for this service and will work to ensure the process does not break down.

Supports

- Councillors
- Staff

Process

2.2 Anyone wishing to discard a piece of computing hardware must submit a Computing Hardware Recycling or Repurposing Work Order.

2.3 The Operations Organizer will:

(a) consult with the requester for additional details where required,

(b) determine whether the hardware is still viable and whether there are other requesters that are interested in it, and

(c) where no one is interested in the item, have the item disposed of appropriately.
IT-3: IT SUPPORT

Policy
3.1 SFU IT Services (SFU ITS) is responsible for providing IT support.

Services
3.2 SFU ITS will provide the following services:

(a) Troubleshooting and problem resolution of all Macs and PCs,

(b) Troubleshooting and problem resolution of all local and networked printers, and

(c) Standardized settings and installation of tested and security approved software products.

Process
3.5 Society staff and Councillors wishing to request SFU ITS support must submit a support ticket at http://www.sfu.ca/itds/help.

3.6 Society staff and Councillors wishing to request SFU ITS support at the SFU Surrey Campus must email help-surrey@sfu.ca.