Athabasca University

PROCEDURE

Evergreening Procedure			
Parent Policy	Technology Management Policy		
Policy Sponsor	Vice President Information Technology and Chief Information Officer (VPIT & CIO)	**Category**	Administrative
Policy Contact	Deputy CIO	**Effective Date**	December 12, 2019
Procedure Contact	Deputy CIO	**Review Date**	December 12, 2024

1. Purpose

Provide procedural parameters for the evergreening of End-User Devices to ensure the University Community is using secure and compatible devices. Evergreening End-User Devices reduces overhead costs from troubleshooting and repairing legacy hardware, mitigates security issues from unsupported operating systems, avoids compatibility issues with new software, and improves reliability and productivity with faster and advanced technology. End-User Devices include computers (desktops and laptops), monitors, headphones and webcams.

2. Scope

The Deputy CIO and with support of Desktop Support Team, approves specifications and selection by balancing critical factors including quality, price and performance. Evergreening procedural scope extends to all employees, and may include tutors. Desktop telephones, mobile phones and tablets are out-of-scope.

3. Definitions

Configuration Item	Any component that needs to be managed in order to deliver an IT Service including: - IT enabled business level services or functions - Information management elements (structured and unstructured IT assets) - Technology infrastructure templates and rules - Software and applications - Information and data privacy and security templates, rules and requirements and compliance evidence

	• Operations, maintenance and recovery documentation.
End-User Device	A computing device used by End-Users including desktop computers, net stations, laptops, and mobile devices (e.g., tablets, smart phones), monitors headphones and webcams.
Evergreening	The process of ensuring Technology and Digital Assets remain current and are replaced or retired on a regular schedule. An Evergreening strategy also ensures that the risks associated from running legacy end-user devices (and their operating Systems) are mitigated, and that the costs to mitigate these risks can be planned and distributed over multiple fiscal years.
Service Catalogue	A data set with information about all live IT Services, including those available for deployment.
Standard Operating Procedure (SOP)	A standard operating procedure addresses process-related information that is below the level of policies and procedures. Their content often inform the Policy Framework. A SOP is highly detailed, regularly revised and is deemed internal to the University, although a SOP may be shared on a need-to-know basis.

4. Guiding Principles

4.1. An End-User Device Profile will outline the device each position is entitled to, their default configuration and configuration options (if any).

   a. Computing requirements for positions/roles can change. The appropriate supervisor may request a change to the End-User Device Profile through IT's online service request systems (ServiceNow).

4.2. Standard and high-performance computer allocations will be based on Computer Device Specifications for desktop and/or laptop deployments.

   a. Allocation activities in remote locations may require additional time due to logistics.

   b. Requests for exceptions to standard computer allocations will be charged the amount that exceeds the Evergreen replacement computing device cost.

4.3. Exceptions to this procedure should be minimized as adherence to the standard configurations allows IT to pre-purchase in bulk at a significantly reduced cost.

4.4. IT will recommend an advanced specification, when needed, based on the position's use cases.

4.5. Exceptions to this procedure require department-relevant director-level approval or by the Executive Officer where the position reports directly to a member of the Executive Team.

4.6. Decisions to repair or replace will be based primarily on analysis of cost differences.

4.7. Support will be provided by the IT Help Desk. Support levels are defined by the Service Catalog.

5. Applicable Legislation and Regulations
None applicable

6. Related Procedures/Documents
Disposal of Information Technology Assets Procedure
Evergreening Deployment Plan: End-User Devices
Service Now Forms
IT Service Catalog
Alberta Association in Higher Education for Information Technology's ITM Control Framework

NOTE: The subject matter and scope of this procedure are also supported by internal-use only Standard Operating Procedures.

History

Date	Action
December 12, 2019	Executive Team (Policy Approved)