



TECHNOLOGY HARDWARE PROCEDURE

Responsibility: *Superintendent, Student Achievement & Well-Being
Senior Manager, Information Technology Services*

Legal References:

Related References: *Board Policy 4005 – Procurement
Board Policy 4015 – Procurement
AP 4460 – Procurement Cards
AP 4570 – Procurement
AP 4650 – Donations: Computers, Equipment or Other Items*

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1. Preamble

- 1.1 Information Technology Services plays a key role in selecting, evaluating, approving, inventorying, servicing and supporting many different types of technologies.
- 1.2 The IT Catalogue is found on the Procurement Services website under Product & Services.
- 1.3 The IT Catalogue outlines up-to-date procedural guidelines regarding:
 - IT Services approved and recommended technology types, manufacture and vendors
 - Procurement policy on “how to purchase”
 - Warranty and asset WRDSB lifecycle

2. General

- 2.1 Technology is procured through various funding sources; through the Board’s Central Computer Plan, Education Centre department & school budgets, student council funds, WEFI, etc.
 - Regardless of how hardware is acquired, it is a WRDSB Board asset and must comply with Financial an IT Services procedures
 - Technology hardware cannot be procured unless done through IT Services controlled purchasing
- 2.2 Refer to the following sections for specific hardware details:
 - Approved and recommended hardware
 - Purchased hardware
 - Hardware servicing and warranty
 - Hardware inventory and safety
 - Hardware recycling

3. Approved and Recommended Hardware

- 3.1 IT Services Approved:
 - IT Services develops system technology standards. This involves collecting classroom and administrative technology needs, followed by the evaluation and APPROVALS to select the appropriate vendor(s), manufacture(s) and model(s) to ensure technology needs are met based on system input

- These selections become the APPROVED standards that MUST be purchased by all WRDSB staff
- Substitutions will not be permitted without the review and consideration for approval through the Senior Manager, Information Technology Services
- Failure to comply with purchasing the IT Services approved standard models results in one of the following:
 - a) Procurement Services requesting the employee return the purchase for a full refund or,
 - b) Procurement Services requesting the employee reimburse Financial Services to cover their personal purchase or,
 - c) IT Services confiscating the unapproved hardware if neither a) nor b) above can be met.

3.2 Hardware in the IT Services APPROVED category may only be obtained by logging at ticket at <https://itservicedesk.wrdsb.ca>.

IT Services provides levels of service and support for IT Services approved standard manufacture(s) & model(s)

- As appropriate, this ensures that:
 - all hardware connecting to the Board network is compatible and properly configured by IT Services
 - necessary stock can be ordered for eligible replacements when units are in for servicing
 - the functionality of system administrative and instructional applications
 - health and safety standards and requirements are met
- **IT Services APPROVED STANDARD HARDWARE information is available on the WRDSB Website**
- **IT Services APPROVED STANDARD HARDWARE types are:**
 - WiFi and networked compatible mobile devices
 - Computers
 - Mounted Sound Field Systems
 - Networked and WIFI print solution
 - Monitor displays
 - Television displays for use with technology
 - Portable FM soundfield systems
 - Digital signage
 - Mounted soundfield systems
 - Network hardware; switches, hubs, access points

3.3 Hardware in the IT Services Recommended category

Sites deal directly with the provided vendors for procured recommended hardware

- IT Services evaluates and RECOMMENDS models and vendors for other technologies.
- Hardware in an IT Services RECOMMENDED category must be obtained via a Board approved purchase requisition, or by using a Board P-Card (as per the P-Card guideline). Access the IT Services Catalogue for ordering information, service and warranty information: <https://staff.wrdsb.ca/its/solutions/its-store/>
 - **IT Services Recommended hardware types are:**
 - Carts
 - Data Projectors (bulb less LED model)
 - Document cameras
 - Maker Space technologies
 - Various cables and adapters
- **Note:** IT Services and Procurement Services encourage schools to purchase recommended models through recommended vendors. This guarantees it will work with Board technology, warranties are in place with supplying vendors, and items

meet safety requirements. Additionally, Procurement Services will have negotiated better unit costs for many of the recommended items with the vendor.

- BYOD

IT Client Services does not service or support BYOD technology

4. Hardware Servicing and Warranty

4.1 Hardware Servicing Procedures

- IT Services is certified to perform eligible services under warranty for Apple, Lenovo and Dell products. IT Services staff take the necessary certification courses that allow them to perform eligible warranty services. Board contracts specify IT Services as the only ones authorized to service ITS Approved hardware. Schools are not authorized to take IT Services approved hardware to a third party vendor for servicing (warranty or non-warranty).
- Schools should log a ticket at <https://itservicedesk.wrdsb.ca> requesting service. IT Services reserves the right to condemn hardware that is too expensive to service. Schools will receive condemned notices when IT Services deems the item as “no service”.

4.2 Hardware Warranty Procedures

- IT Services Approved Standard hardware ordered through the IT Store has the vendor warranty in place.
- Schools are responsible for ensuring the warranty with any non-approved hardware purchased. The length of the warranty and the warranty process must be confirmed with the vendor. If the item needs to be serviced under warranty, the school must contact the vendor directly to make necessary arrangements.
- Schools must keep and file all receipts, invoice copies, and warranty information related to the purchases they make directly from vendors. These records must be easily accessible as vendors require the information for warranty repair.
- Getting the best price does not always equate with getting the best deal. All purchases should be from reputable vendors with a solid warranty repair and customer service focus.

5. Hardware Inventory and Safety

5.1 Hardware Inventory Procedures

- IT Services inventories the APPROVED standard hardware by entering the information in the Board’s Asset Tracking System. This equipment is asset tagged.
- Schools should establish or continue their practice of inventorying hardware, and use appropriate procedures for safeguarding all hardware at the site.
- Note: New hardware must not be etched as this defaces the item and voids warranty with vendors.

5.2 Hardware Safety Procedures

- Administrators are responsible to ensure hardware meets safety requirements, especially when vendors and models are chosen outside of the ones listed in the IT Catalogue. Refer to Human Resources/Facility Services Health & Safety requirements (i.e. All equipment MUST be CSA approved for electrical safety).

6. IT Services Approved Hardware Recycling

6.1 IT Services Approved Hardware Recycling Procedures

- Hardware inventoried by IT Services must be returned (as outlined above) when it is end-of-life (recalled, broken or no longer used by the school). This hardware will be reallocated, or sent to recycling, and the ATS record updated accordingly.

- All other asset recycling would follow the WRDSB Procurement Services recycling: <https://staff.wrdsb.ca/procurement-services/distribution/recycling/>
- Courier request form and information about the process for pickup of recycled hardware can be found on the Procurement website under Distribution; Recycling.