Computer Lifecycle Management Program (CLMP) Guidelines

Overview

In an effort to provide University of Miami employees the adequate equipment to perform their daily job functions and to improve overall efficiency, the University of Miami has initiated a sponsored Computer Lifecycle Management Program (CLMP) that will be administered by the UM Information Technology (UMIT) department. UMIT utilizes current inventory data to develop a computer replacement schedule for the University, and will review and prioritize your requests.

Guidelines

One Computer per Person
The University of Miami will provide one Apple laptop, one Dell laptop, or one Microsoft Surface Pro per full-time faculty or staff member from the sponsored CLMP. For example, if an individual has a desktop and a laptop, only one can be replaced as part of this program. When an existing position becomes vacant, the employee back-filling that position will inherit the previous employee’s asset in the CLMP.

Four-Year Replacement Cycle
Existing computers should be replaced when they have exceeded their useful life (the standard useful life for desktop or laptop computer is four years).

New Employees
In addition to replacing aged computers, the CLMP will provide a laptop for each net new employee that joins the University and requires an Apple Laptop, Dell Laptop or Microsoft Surface Pro device to perform their daily job functions. To qualify for this, the new employee must not be back-filling a position vacated by a previous employee, and therefore not be utilizing the previous employee’s computer.

Computer Labs
Computers located in general use computer labs throughout campus are eligible to participate in the program. These are defined as labs that are available to all University students, regardless of the types of classes they are enrolled in. Specialty labs located within specific schools will not be eligible to participate in the program. These are defined as labs that are only available to students who enroll in classes specific to the school.

Funded Cost Limit
CLMP offers three pre-configured bundles for Apple Laptops, Dell Laptops, and Microsoft Surface Pro. A stipend of $1,000 may be allocated toward an eligible custom order. Any change in specification or addition of peripherals will need to be covered by the requesting school or department. The CLMP does not cover second computers, mobile devices (such as iPads), and computers from vendors aside from Apple or Dell with the exception of Microsoft Surface devices (additional details below). These requests should be coordinated with University Purchasing to ensure the proper use of University funds.
Microsoft Surface
The only exception to Apple or Dell computing devices are Microsoft Surface devices. Schools or departments can purchase these devices as a primary unit through the CLMP. As with other devices purchased through this program and connecting to the University network, the following requirements remain in effect:

- Must contain standard University software such as full-disk encryption, client anti-virus, asset management, and software for centralized management of security updates and software delivery.
- Become the primary device for an employee and adhere to the four-year replacement cycle.
- UMIT will provide software support for the Windows operating system and enterprise software, such as Microsoft Office products.
- If needed, UMIT will troubleshoot the device hardware for failures and manage the warranty exchange process while the device is under warranty.

Standard Configurations
Standard approved bundles based on Dell, Apple, or Microsoft Surface Pro hardware have been created and will be reviewed and updated periodically. For details on the bundles, please refer to the CLMP Standard Bundles document.

Lost or Stolen Computers
The CLMP does not cover the cost of a lost or stolen computer. Lost or stolen computers should be reported to the UM Police department, Property Accounting, and UMIT Security (ciso@miami.edu) to assess whether the lost or stolen computer poses a threat to the security of University data and systems.

Repairs and Upgrades
Costs for repairing a computer beyond the limits of the computer’s warranty or upgrading a computer will be paid by the school or department.

Procedures
The following steps will elaborate on how the program will work:

1. Assessment of Devices by UMIT
   UMIT will work with a departmental designee to match each employee to a computer using lists of full-time employees and computers for each department. Based on the results of this activity, a final list of eligible employees will be generated and their computers will be marked for refresh.
2. Ordering
Before UMIT can proceed with ordering devices, the department’s designee is responsible for determining what type of hardware should be ordered for each employee. In most cases, an approved standard bundle should meet computing needs. However, in the event that an employee has justification to purchase a device beyond the standard offering, a $1,000 credit will be provided towards the purchase of that device. The department is responsible for funding the remaining balance. In cases where a number of devices require configurations beyond the standard bundles, UMIT will work with the manufacturer in an attempt to obtain more competitive pricing and proceed with ordering the equipment.

3. Deployment
Once the equipment is ordered, preparation will begin for the deployment phase. Before a computer is deployed, it must have the following software installed and configured:

- Microsoft System Center Configuration Manager (SCCM) software for patch management
- Microsoft Defender ATP software for endpoint protection
- Eracent software for asset management

UMIT will provide a factory image with each device that will contain the appropriate software. In the event that there is additional software used throughout the department that is not on the image, UMIT will work with the departmental designee to install the requested software.

If a department has UMIT personnel on staff, those individuals will be encouraged to participate in the deployment process. UMIT personnel will deploy devices for those areas that are centrally supported. During the deployment process, aged computers will be decommissioned and the CLMP office will be notified for pickup to surplus. These computers are not to be re-purposed unless proper authorization is granted.

4. Replace
UMIT will conduct an annual review of the computer inventory. UMIT will work with the Departmental Contact to coordinate the purchase and replacement of computers that are four years old, subject to budget limitations. Replacement computers will follow the same ordering and deployment procedures listed above.

Additional Information
If you need additional information, please contact: clmp@miami.edu.