

University of Illinois at Urbana-Champaign Library
Computing Technology Allocation Program (CTAP)
Program Guidelines

Purpose

The work of Library Faculty and Academic Professionals (AP) is increasingly mobile and reliant on technology, and Library IT is committed to working pro-actively with each individual and their supervisor to identify technology that effectively meets the needs of their primary responsibilities and research. To assist with honoring this commitment, the Library has created the Computing Technology Allocation Program (CTAP) to provide appropriate and effective technology equipment (laptop or workstation) for each Library faculty or AP.

This CTAP guideline document enumerates technology equipment options and articulates how Library Faculty and APs can request technology that supports their work. It outlines process and parties involved in the selection as well as the ongoing responsibilities of the individual and Library IT to ensure that the technology remains current and effective to support professional and research activities.

Availability

- The Computing Technology Allocation Program is available for full-time, permanent Faculty and AP staff in the University Library. CTAP is also accessible to Library Faculty and AP staff with visiting appointments.

Program guidelines

Allocation

- Library IT will:
 - Provision one device (workstation or laptop) with one (1) operating system for each full-time, permanent Faculty and AP staff member of the University Library supporting the responsibilities of their position.
 - Support current Windows enterprise or Apple operating systems.
- For additional information, please consult the *Computing Technology Allocation Program Planning Guide*

Equipment selection

- Library Faculty and APs are encouraged to consult with their supervisor to identify technology that effectively meets the needs of their primary responsibilities and research. For most Faculty and APs, their Unit Head is the appropriate supervisor. Unit Heads and Coordinators should consult the AUL with whom they work most closely.
- When ready to submit a technology equipment request, Faculty and APs should contact Library IT directly using a web form available through the [IT website](#);
- Library IT will work with each Faculty and AP staff member to determine the appropriate technology to support the individual's primary responsibilities.
 - For additional information on technology equipment selection process, please consult the *Computing Technology Allocation Program Workflow*
- Library Faculty and AP staff can select one (1) of the following options:
 - Choice of workstation with keyboard, mouse, webcam, speakers and one 22" widescreen LCD display
 - Choice of laptop (with accessories) from the recommended list
 - For more information, please refer to:

- *Appendix A – Device Support*
 - *Appendix B – Device Standards*
- Additional technology needs
 - Additional or unique responsibilities of a position (new or existing) may require technology equipment beyond the options provided for most Library Faculty and AP staff
 - The Unit Head is responsible for working with the incoming or incumbent employee, the associated AUL, and IT to identify needs and coordinate the ‘startup package’ that sufficiently meets the needs of the position. If costs exceed supported costs for the device category (see Appendix B), the incoming or incumbent employee’s associated AUL will need to identify and approve funding for the cost difference.

Hiring

- For new positions and vacancies, Library IT will provide a standard workstation configuration before Faculty and staff begin employment. Faculty and AP staff are encouraged to complete a CTAP request form as soon as they investigate and establish technology needs for their position.
- Library administration, as representative of the hiring party, will notify Library IT and the Unit Head of a candidate’s start date as soon as possible after an offer has been accepted to coordinate standard technology equipment installation prior to the candidate’s arrival.

Technology equipment change request

- Technology equipment is allocated with the understanding that it will meet the needs of the faculty or AP until it is refreshed as part of a regular replacement cycle (every 3 years for a laptop, 5 years for a workstation).
- As position responsibilities change and evolve, Library faculty and APs can submit requests to Library IT using a web form available through the [IT website](#) to review and revise technology equipment allocation.
- Library IT will review submitted requests with the AP/faculty member, their supervisor or Unit Head, and Library Administration.

Grants

- After confirming allowable use of grant funds for a specific call/funding body, Faculty and staff applying for grants should work with Library IT during proposal development to ensure the technology equipment provisioned meets or exceeds the requirements of the grant, and are compatible with existing Library systems
- Technology resources procured by grants are typically subject to the same requirements guiding the allocation of Faculty and staff technology equipment.

Replacement and end of life

- Library IT is responsible for:
 - Carrying out the annual review of technology equipment and determining timelines for equipment upgrade, replacement, or retirement
 - Providing timely and informative communication to Library Faculty and APs regarding the process of technology equipment changes
- Library Faculty and APs are responsible for working with Library IT to appropriately manage the lifecycle of University technology resources

Program statements

Procurement and Provisioning

- All division, unit and individual requests for technology equipment and software purchased with funds managed by the University Library must be reviewed prior to purchase with Library IT. Funding sources include state, grant, revenue, and unrestricted funds.

- Acquisition, implementation, transfer and retirement of technology equipment will be coordinated by Library IT. Examples include, but are not limited to: workstations, laptops, tablets, software, licensing, support contracts, and IT-related supplies.

Ownership and Use

- All equipment acquired with funds connected to the University is considered University property; shall receive property tags managed by Library Facilities; and shall be regularly accounted for by University business, facilities, and IT systems.
- Technology equipment is allocated to Library Faculty and staff to enable effective contributions to the missions of the University and Library. Devices are expected to be used to fulfill work-related responsibilities.

Maintenance and Repair

- Library IT is responsible for procurement, delivery, maintenance and updates of Library technology equipment, including hardware (new and replacement), operating system and software patches and updates, and end point management and mobile device management solutions.
- Library Faculty and staff are expected to:
 - responsibly steward the condition of the equipment provided through its intended lifecycle
 - work pro-actively with Library IT to maintain, repair or replace equipment
 - notify Library IT in the event of accidental damage to or malfunctioning condition of allocated technology equipment

Lost or Stolen Equipment

- Library Faculty and staff are expected to provide Library IT with timely notification (within 2 business days) via trouble ticket if allocated technology equipment is lost or stolen.
- In the event of lost or stolen technology equipment, Library Faculty and staff are expected to file a police report with the local authorities.
- Library IT will coordinate processes for lost or stolen equipment with Facilities and University Police.

Equipment Lifecycle

- Library IT will:
 - regularly research, review and recommend configurations for technology equipment which are serviceable, manageable, and meet or exceed use requirements for Library Faculty and staff
 - at a minimum, provide hardware and software support for equipment through the end of warranty
 - monitor and manage equipment lifecycle replacement based on warranty and effective performance
- Library Faculty and staff are expected to provide timely feedback via trouble ticket submission when technology equipment no longer meets work-related needs or is no longer needed

Contacts

- Library administration sponsor:
 - Chris Prom, AUL
- Library IT sponsor:
 - Tracy Tolliver, Director of Library IT
- Library IT contacts:
 - Jim Dohle - Director, IT Production Services
 - Lee Galaway -- Manager, Workstation and Network Support
 - Megean Osuchowski -- Help Desk Coordinator
 - JP Goguen – IT Specialist

Update Log

- Draft 1: 03/06/14 JPD
- Draft 2: 06/09/14 JPD
- Draft 3: 08/18/14 JPD
- Draft 4: 08/27/14 JPD
- Draft 5: 09/11/14 JPD
- Draft 6: 09/29/14 JPD
- Draft 7: 10/20/14 JPD
- Final (v 1.0): 09/01/15 JPD
- Final (v 2.0): 01/24/19 JPD (Approved, CJP 2/14/19)

Appendices

Appendix A – Device Support

Apple

- Hardware support: Library IT coordinates warranty hardware support with UIUC campus Apple Certified Macintosh Technicians
- Sample uses of Apple devices: productivity software, audio/video editing, digitization and media processing; UNIX/BSD operations
- **Known limitations:** intermittent reliability and functionality issues with campus unified communications system (Microsoft Lync/Skype for Business) and sometimes Microsoft Outlook, incompatible with Voyager integrated library system applications as well as Aeon and ILLiad clients

HP and Lenovo

- Hardware support: Library IT coordinates warranty hardware support with HP and Lenovo
- Sample uses of HP and Lenovo devices: productivity software including Adobe Create Cloud Suite and Microsoft Office, campus unified communications system (Microsoft Skype for Business), Voyager integrated library systems applications, Aeon, ILLiad, Ares clients
- **Known limitations:** lack of native support for UNIX/Linux applications

Appendix B – Device Categories

Workstation

- **Supported cost: up to \$1,300.00**
- Standard configuration (January 2019):
 - Ultra-slim desktop/Mini
 - Examples: HP Elitedesk 800 series USDT/Mini; Lenovo ThinkCentre M series “Tiny”
 - Windows 10 Professional (x64), Intel i5 processor, 8 GB RAM, 500 GB HDD
 - HP 22”class widescreen LCD display (x1), keyboard, mouse, web camera, speaker bar
- Optional configurations (January 2019):
 - Mid-size tower/Small form factor desktop
 - Examples: HP EliteDesk 800 series CMT; Lenovo ThinkCentre M series SFF
 - Purpose: software development or digitization/media processing
 - Windows 10 Professional (x64), Intel i7 processor, 16 GB RAM, 500 GB- 1 TB Hard Drive
 - HP 22”class widescreen LCD display (x1), keyboard, mouse, web camera, speaker bar
 - Multiple displays connected to workstation
 - Purpose: multiple simultaneous application access

- HP 22” class widescreen LCD display (x2)
- Warranty note: all HP and Lenovo workstations are specified with a 5 year HP parts and labor warranty
- For additional information, please consult the *Computing Technology Allocation Program Planning Guide*

Laptop

- **Supported cost: up to \$2,000.00**
- Standard specification (January 2019):
 - Current Windows (x64), Apple OSX
 - Intel i5 processor, 8 GB RAM, ~512 GB SSD HDD
 - Notes:
 - Includes HP 22” class widescreen LCD display, keyboard and mouse
 - Includes vendor-specific dock for Lenovo and HP laptops
 - Apple does not offer a vendor-specified dock for MacBook and MacBook Pro laptops
- Recommended options (see laptop [guide](#) within CTAP [website](#) for more information)
 - Lenovo
 - Thinkpad X, T, or Yoga series
 - 12.5-14” display
 - Examples: X280, T480, Yoga 380
 - HP
 - Elitebook 800 or x series
 - 13-14” display
 - Examples: Elitebook 830 G5, 840 G5, x360
 - Apple
 - Macbook Pro or MacBook series
 - 12-13” display
 - Examples: 13” Macbook Pro or 12” Macbook
- Warranty note:
 - laptops require 3 year parts and labor warranty
 - 3 year accidental damage coverage will be included whenever possible
- For additional information, please consult the *Computing Technology Allocation Program Planning Guide*

Appendix C – Tablet Support

- On a case-by-case basis, tablets may be considered for specific responsibilities and allocated following consultation between the Faculty or AP staff making the request, Library IT and supervisor.
 - Scenario:
 - Faculty or AP staff member identify a tablet as a work-related need
 - Faculty or AP staff work with supervisor and Library IT to best address the need
 - Library IT support:
 - Type & OS: any supported by the Urbana campus mobile device management (MDM) solution (January 2019: [Airwatch/Workspace ONE](#))
 - Cost per device: less than or equal to \$600
 - Warranty: 1 year
 - Lifecycle expectation: 3 years
 - Available options (review date: 01/19)
 - Apple iPad (32GB WiFi)
 - Lenovo Thinkpad 10 – (64 GB WiFi)

Appendix D -- Operational Definitions

Urbana Campus Technology Policies

- [Appropriate Use](#)
- [Information Security](#)

Technology equipment

- Equipment owned and supported by the University of Illinois which connects to Urbana campus and Library resources
- Includes, but is not limited to: workstations, laptops, tablets, telecommunication (Microsoft Lync/Skype for Business) hardware, printers, and related peripherals

Workstation

- Complete computer (desktop or mid-sized tower) configuration with keyboard, mouse, and monitor

Laptop

- Mobile computing device with workstation-class processing power, built-in wireless networking, integrated display, keyboard and pointing device; can serve as workstation replacement

Tablet

- Mobile computing device with touch screen interface, built-in wireless networking, lack of integrated physical keyboard, minimal internal storage and processing capacity; cannot serve as a workstation replacement

Peripheral equipment

- Accessories for workstations, laptops and tablets which can include: keyboard, mouse, optical disk drive, Lync phone, web camera, speakers, docking station, etc.

Accessibility equipment (assistive technology)

- See [Disability Resources and Educational Services \(DRES\) resources](#)
- Note: accessibility requests should be coordinated with Library IT and Library Human Resources.