



UNIVERSITY POLICIES

Title: Computer Equipment Service and Support Policy
Effective Date: March 18, 2026
Issuing Authority: Senior Vice President for Administration and Finance
Policy Contact: Assistant Vice President of Information Technology and Chief Information Officer
helpdesk@mercer.edu, 478-301-7000

Purpose

The purpose of this policy is to establish procedures for use in the purchase, deployment, maintenance, and disposal of computer equipment. These resources are essential to the University's educational, administrative, and research missions. As a result, these policies and procedures are established to ensure that computer equipment is of high quality, will interoperate with existing computing resources, and can be supported by Information Technology.

Scope

This policy applies to both desktop and laptop systems. All systems purchased with Mercer financial resources are considered Mercer owned and covered by this policy regardless of where they are located.

Exclusions

Computers purchased under specific grant guidelines or restrictions will be considered exempt from the lifecycle and configuration portions of this policy. When a system is purchased outside of the guidelines provided in the Computer Purchasing section due to grant or other binding requirement, the following will apply:

- Service and support from the Information Technology department for the computing resource is not guaranteed.
- Capability to properly perform the task associated with the computing resource is not guaranteed.
- Interoperability with existing University computing resources is not guaranteed.
- Systems purchased will be used to facilitate the purposes of the grant and may not be used to establish computer labs or teaching facilities for other purposes.

Policy Statement

All computer purchases should follow the standard IT purchasing process, whereby IT staff approve, requisition, and purchase all computing devices. To expedite the process, Mercer IT-approved hardware configurations and prices are published on the Mercer Information

Technology website, <http://it.mercer.edu>. If these standard configurations do not meet the computing needs of a particular faculty or staff person, a department can request that IT provide a custom quote with specifications that better match what is required.

A. Service and Support Fee for New Computer Purchases

Mercer's Information Technology department recognizes the need to provide our faculty and staff with technology options that best meet their needs while also ensuring the software installed on the computers have the latest security patches. To effectively deploy, manage, and support these devices, additional management software is administered by IT.

Devices continuing to operate outside of the standard lifecycle will incur additional service and support fees based on licensing, support, and management requirements.

B. Deployment Process

All computer purchases must be approved by IT to ensure that the total deployed computing inventory best reflects the needs of Mercer. Whenever a new computer is deployed, the department which purchased the system must return the replaced system to the Information Technology department for handling.

C. Redeployment Fee

If a department wishes to redeploy a supported system to a different employee or purpose, a service charge will be incurred. This charge will be applied to each system that is redeployed. Systems that reach their end-of-life period as outlined below will not be redeployed.

D. Laptop and Desktop Equipment Lifecycle

The lifecycle of all laptop equipment is four years. The lifecycle of all desktop equipment is five years. During the supported device lifecycle, Information Technology will facilitate troubleshooting and warranty claims for the equipment.

Laptop and desktop devices operating beyond the standard lifecycle or warranty will be denied support or incur additional service and support fees based on licensing, support, and management requirements. For systems beyond support scope, a minimum service and support fee will apply, in addition to the cost of any necessary parts.

E. Equipment Disposal

All equipment reaching end-of-life status must be returned to IT for decommissioning.

F. Employee Acquisition of Equipment

A college or department may request that a departing employee acquire their computer; however, all the following must occur:

1. The request must be sent to IT to evaluate several factors. including the computer's age.
2. If approved by both IT and the department head, IT must complete a decommissioning process that includes a holding period, removal from Mercer's inventory, and the removal of all Mercer-licensed software and Mercer data. This process is a courtesy service and may be delayed as IT prioritizes critical incidents and essential University operations.
3. A 50% cost recovery fee of the original purchase price, paid by the recipient of the device, will be required to take possession of the end-of-life equipment. The cost recovery fee will be processed to the Mercer University General Fund.

Additional Resources

For a list of fees, visit

https://it.mercer.edu/faculty/hardware_software/purchasing/services&fees.htm

All charges must be processed via cash, check, or provision of a University operational cost center. IT is unable to handle charges through a University grant account.

Website Address

Information Technology: <https://it.mercer.edu>

History

Approved by Executive Vice President for Finance and Administration on February 1, 2020.

Revised March 7, 2025

Revised June 5, 2025

Revised March 18, 2026

This policy supersedes the Desktop Computer Serviceability and Redeployment and the Apple Service and Support Fee policies published prior to February 1, 2020.