**Policy #:** 16-01

**Effective:** April 1, 2016

**Revised:** Initial

**Section:** Operations and Services

**Subject:** Apple Products, Use, Purchasing and Maintenance

**PURPOSE**

* To assure that users in the College of Health and Human Development (HHD) are aware of various limitations surrounding the purchasing, use and maintenance of Apple products to include computers and tablets.
* To assure that ISS can configure and manage Apple computers to meet rapidly changing institutional security mandates and best practices.
* To streamline the operation of ISS with respect to ISS’s involvement with Apple products.

Since Apple’s approach to personal computing is directed toward the consumer and personal devices, incorporating their equipment into an enterprise environment like ours requires careful planning. This policy will set forth College standards and guidelines to assure that Apple products, in particular desktop PCs, are being acquired and used properly only when there is no viable substitute.

**POLICY APPLIES TO**

All employees of the College of Health and Human Development. This includes personnel in all academic units, research centers, and administrative offices. Graduate students/assistants are also covered under this policy.

**BACKGROUND**

ISS serves as the sole purchaser of IT equipment for the College, as well as a repair facility for most IT equipment in use in the College.

ISS recently learned that Apple chose to forgo mechanical fasteners (screws, nuts, etc.) in the construction of the new iMac line in favor of adhesives, ***making local servicing of this model not possible***. Unfortunately this change may cause undue delay for the user when they experience a problem with their iMac.

All defective Apple products under warranty (AppleCare) must be returned to Apple for repair (mail in) or taken locally to an Apple Authorized Service Provider (currently Connecting Point in State College). Mailing to Apple or taking locally can add a week or two to the user’s downtime compared to our typical 1-2 day downtime when a Windows PC requires servicing.

**POLICY DETAILS**

In order to better manage Apple products in use in HHD we will enforce the following points:

* ISS is discontinuing repair services on Apple products. All defective products under warranty (AppleCare) and those products not under warranty must be taken or mailed to a repair facility by the user.
* ISS’s role in the use of Apple products is limited to configuring the item to be on the College networks, maintaining the patch level of the operating system and software, and installing any software the user needs on the item. ISS will not perform hardware repairs.
* The ISS Consultant responsible for IT equipment purchases must approve all purchases of Apple products. The consultant will be available to discuss the purchaser’s requirements and to make sure the purchaser understands Apple product limitations specific to our environment. The ISS Consultant may offer other computing options that are a better fit for all.
* Staff positions, in general, will not be allowed to purchase Apple computers and tablets. Their job duties typically can be properly satisfied with a Windows-based PC at a lower cost. Department heads, center directors, or unit heads can make a case for exceptions.

Since ISS is responsible for all IT equipment purchases in HHD, the expenditure of Apple products on start-up funds and research project funds must be discussed with the ISS Consultant responsible for IT equipment purchases prior to any purchases being made.