CNC User End-Point Deployment and Evergreen Renewal Standard

Statement about this Standard

Our aim is to ensure that all CNC employees have access to reliable technology tools required to perform their duties, and that each employee (Staff or Faculty) is allocated equipment that suits their need. This standard provides a high-level overview of ITS' approach to ensuring that end-point devices are renewed according to manufactures' lifecycle standards. The overarching goal is to ensure CNC's user community has relevant and reliable end-point devices to support their work.

Purpose / Rationale

The purpose of this document is to define the standard approach for deployment and evergreen replacement of user end-point devices.

Scope / Limits

This standard shall apply to all employees within CNC who work with ITS issued equipment while executing business functions, activities or services for or on behalf of CNC or its customers. Policies, Standards, and Procedures may be expanded, or exceptions may be made as needed.

Definition

- End-point devices are generally defined as computing and/or peripherals that are assigned to and used regularly by CNC employees. These fall into the following, not limited to:
  - Laptops
  - Desktop/Towers
  - Monitors
 - Printers
  - Mobile Devices

- Evergreen renewals refer to a technology ecosystem that is continuously changing and evolving, never becoming out-of-date or obsolete.

Principles / Guidelines

Hardware Lifecycles / Evergreen:

1. ITS will continuously monitor and update equipment based on the lifecycle of the device, and the ITS Evergreen Plan. Some common examples of lifecycles:
   a. Laptops – 3 - 5 years
   b. Desktops – 4 - 6 years
   c. Monitors – 6 - 8 years
   d. Mobile Devices – 3 - 4 years
   e. Printers - 6 - 8 years

2. The above lifecycles are generalized, devices may need to be replaced sooner or later depending on use, environment, and other reliability factors. The above should be used as a guideline.
3. It will be the objective of ITS to renew equipment continuously, and iteratively at a regular cadence, to ensure that employees have reliable tools with which to perform their duties.

Endpoint Renewal / Evergreen General Processes
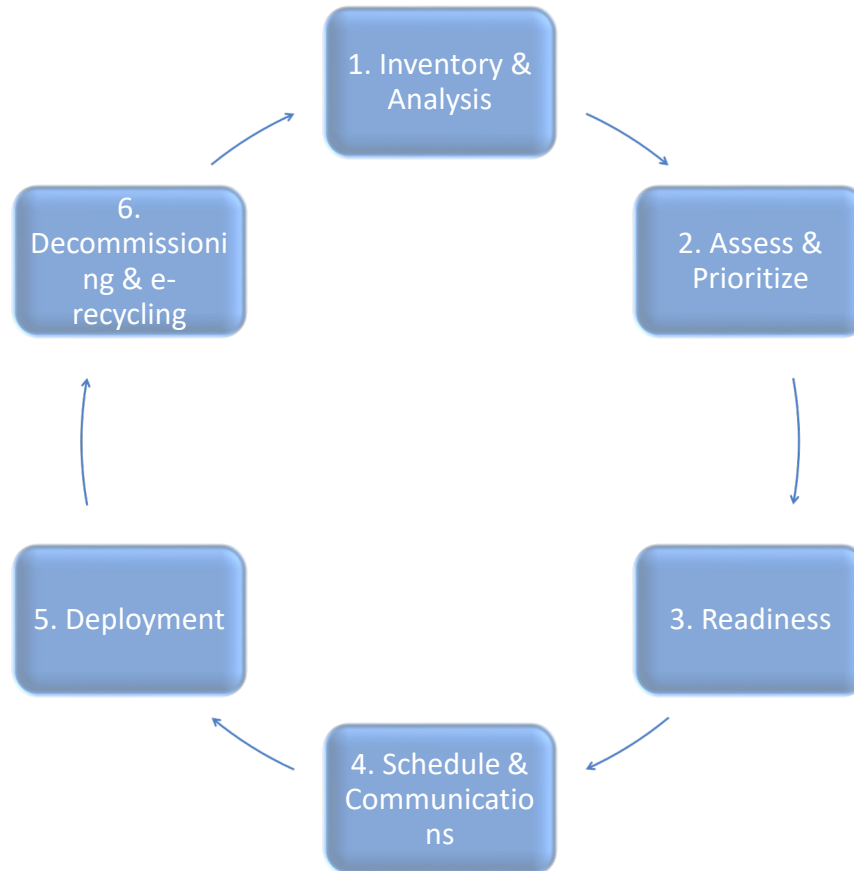
1. **Inventory & Analysis:** ITS maintains an asset inventory database of end-user devices currently in service. On a monthly basis, the asset database will be queried for device age.
2. **Assess & Prioritize:** out of the query, asset candidates will be prioritized for renewal based on age of asset and/or device problem/service history (a device that has experienced repeated reported problems from an end-user may be deemed a priority to replace).
3. **Readiness:** ITS will maintain a regular cadence of ordering devices from preferred manufacturers and vendors in an attempt to ensure that an optimal number of devices are on-hand to support the renewal/evergreen efforts. An attempt will be made to strike a careful balance between having available inventory of assets versus having assets sit in storage for too long.
4. **Schedule & Communications:** ITS will reach out to end-users to schedule an appropriate time to replace existing assets. Efforts will be made to minimize impact to end-user productivity. Department renewals may be bundled together to reduce the operational impact for a given group. ITS will use a standardized script to communicate with users. These standard

scripts will inform users of the process and provide guidance in how to prepare for the renewal.

5. **Deployments:** Replacement devices are deployed to the end-user. The IT asset database is updated to reflect assets put into service as well as to document the assets removed from services.

6. **Decommissioning & e-recycling:** Decommissioned assets which are end-of-life will be removed from the asset database and responsibly e-recycled.

Legislative and Collective Agreement References

CNC & FANC 2014-2019 Collective Agreement
CNC & CUPE 2019-2022 Collective Agreement

Other related policies, documents and websites
Acceptable Use of CNC Information Technology
Identity and Access Management
Information Cybersecurity
Information Technology Asset Procurement and Vendor Management

Links to procedures which support the Standard

Computer Hardware Order

ITS Standard Hardware Guide

Standard Amendment Log

Amendment Number:	Date:
0	Sept 30, 2022
1	
2	
3	