Generally faculty and staff workstations are replaced every 4 years. Default configurations are the Dell standard desktop and laptop. Please refer to the Protocol for Workstation Approval.

Apple or Advanced Dell Request Process (Academic Affairs Division)

- When notified by IT that an existing workstation lease is expiring, client may request a non-default workstation (Apple or Advanced Dell) with appropriate business justification via an email sent to the Academic Technology Director/Coordinator of the College/School. Please refer to http://www.montclair.edu/oit/tech-solutions-center/it-service-desk/local-tech-team-contact-information/ for a listing of Director/Coordinators by College/School. The email must include:
  - Name of Employee
  - Title of Employee
  - Start Date (for new staff)
  - Justification - Documenting why Apple or Advanced Dell workstation is necessary and why the model selected is required for the client’s needs. Refer to guidelines provided by IT at http://www.montclair.edu/media/montclairedu/oit/policies/Protocol-for-Workstation-Approval.pdf

- The Academic Technology Director/Coordinator will review justification for consistency with IT guidelines; she/he will create an incident in ServiceNow to track the request; she/he and will forward the request to the Dean along with recommendation documenting consistency (or lack thereof) with IT guidelines. Requests that do not comply with IT guidelines will be recommended for standard Dell laptop or desktop.

- Final Dean’s approval will be forwarded with recommended configuration to the IT Director of Technical Support Services. Any questions from the IT Director, Technical Support Services will require responses/justification from the Academic Unit’s Technology Team. After all required approvals are received:
  - If items are available, a device will be deployed within 5 business days from time of approval; or
  - If items need to be ordered, device deployment may require 3 weeks or more, depending on ordering and lease processes.

Apple or Advanced Dell Request Process (Administrative Divisions)

- When notified by IT that an existing workstation lease is expiring, client may request a non-default workstation (Apple or Advanced Dell) with appropriate business justification via an email to the Vice President of the Administrative Division. The email must include:
  - Name of Employee
  - Title of Employee
  - Start Date (for new staff)
  - Justification - Documenting why Apple or Advanced Dell workstation is necessary and why the model selected is required for the client’s needs. Refer to guidelines provided by IT at http://www.montclair.edu/media/montclairedu/oit/policies/Protocol-for-Workstation-Approval.pdf
PROCESS FOR REQUESTING NON-DEFAULT (APPLE OR ADVANCED DELL) WORKSTATIONS

• The Vice President will review the justification for consistency with IT guidelines. Requests that do not comply with IT guidelines should be recommended for standard Dell laptop or desktop. The Vice President will then forward the email with recommended configuration and VP approval to the itservicedesk@mail.monclair.edu. This email will open up an incident in the ServiceNow service management system.

• The Director of Technical Support Services will review the request and refer any questions to the requesting employee and the approving VP. After all required approvals are received:
  o If items are available, device will be deployed within 5 business days from time of approval; or
  o If items need to be ordered, device deployment may require 3 weeks or more, depending on ordering and lease processes.

Quarterly Non-default Workstation Inventories

On a quarterly basis, IT will distribute inventories of non-default (Apple or Advanced Dell) workstations assigned to individuals along with upcoming lease renewal dates, to the Deans, VPs and Technology Directors/Coordinators for their future reference when reviewing requests for non-default workstations.