IT Provisioning Policy
Updated July 2016

1.0 Purpose

The University of Chichester provides IT equipment, software and other devices to staff members and business functions where there is a demonstrated academic or business need. The purpose of this document is to establish guidelines regarding eligibility, standards and expectations relating to the initial purchase of equipment and the subsequent re-provisioning where equipment becomes outdated or unreliable.

2.0 Associated Documents

This policy supports the Digital and IT Strategy, Electronic Information Security Policy, Space Strategy and Print Strategy.

3.0 Policy Provisions/Principles

The aim of this policy is to ensure colleagues have the appropriate equipment to fulfil their role and encourage flexibility, mobility and efficient business practices.

Each role within the University is assessed for the role holders' needs and working patterns (full or part time, fixed or mobile). Typically, the assessment of needs will result in a University configured standard computer, together with access to network resources, telephony, printing and scanning facilities. In each case, the agreed equipment is then fully supported and maintained by Learning and Information Services (LIS).

For a new staff member, or a new role, the requirement must be agreed at least two weeks prior to the required start date to ensure that equipment can be provided in a timely manner.

To ensure the best value from economies in purchasing, and economies of skills for support, all core University systems are primarily designed to work with Microsoft systems. Where there is some other requirement, other systems are supported, however this does in some cases require compromises (and different user practices) if there are compatibility or other issues.

4.0 Standard (Hardware) Packages

The standard provision is designed to fulfil the majority of users' requirements in support of their work at the University whilst allowing a high standard of service and support to be delivered cost effectively. The standard for hardware is based on a Windows computer, height adjustable monitor

and access to telephony (using Skype for Business, or a traditional handset if required), printing and scanning facilities.

Depending on business and/or individual need, a choice of the following standard packages are available:

4.1 Standard Desktop Provision

The standard desktop provision consists of a Windows-based desktop computer and height-adjustable monitor.

4.2 Standard Laptop Provision

Where staff are highly mobile, then a Windows-based laptop can be provided. In these circumstances, a standard lightweight laptop, height adjustable monitor and docking station can be provided. Due to the cost premium associated with this configuration, these requests are subject to the following criteria:

- Any existing desktop computer will be removed and redeployed (i.e. one machine per person)
- A further request for an additional tablet computer is not supported by the central provisioning policy, although this can be added if authorised by the Head/Director of Department/Service/Institute (referred to in this document as 'departmental head') at an additional cost to that department.

5.0 Software Packages

Most software is centrally deployed, based on the profile needed by each staff member. As with hardware, the standard packaged software is based on Microsoft systems, where for example Office 365 and Outlook Web Access are the core products used. As part of the initial assessment of a users' requirement, the standard can be augmented with;

- Additional business software (e.g. MS Project)
- Accessibility software
- Specialised academic software (e.g. SPSS)
- Access to corporate systems (e.g. HR, Finance, Student Records, etc.)

Software requirements must also be set out at least two weeks in advance of a new member of staff starting. Please note that some specialised software is chargeable.

All software is maintained at the latest version that is compatible in the wider landscape of all of the various software packages used, and will be updated periodically.

6.0 Specialist Requirements – for example Apple, Linux, ChromeOS

It is understood that there are both academic and business requirements that are best met using non-Microsoft hardware, and LIS will work with departments to ensure the best solution is provided to meet departmental needs. When this is the case, LIS will work with departmental heads to establish requirements and budget and, if required, as part of the annual Business Planning Process submit a capital bid for funding; all capital bids are assessed and prioritised by the Capital Projects Monitoring Group.

For mid-year requests not captured during budget planning, requests for specialised non-standard equipment will need justification. The justification and request must take into account that;

- personal preference does not constitute justification
- best compatibility and functionality with our corporate systems is achieved using Microsoft systems, and is gained using our standard deployment
- the cost of the requirement is met by the user's department
- the request is approved by the departmental head
- the purchase order will be placed by Learning and Information Services (LIS)
- depending on the request only limited support may be available after initial installation
- the equipment is returned to LIS at the end of its life for disposal

Please note that some of the equivalent software for alternative systems do not operate in the same way as on Microsoft systems, therefore access to training and support may vary.

Any request for an alternative or replacement machine required for medical reasons should be approved through the Health and Safety office: healthandsafety@chi.ac.uk

7.0 Mobile Telephones

The provision of a University provided mobile telephone is not automatic. Requests for this must be made by the relevant departmental head. The choice of phones is limited to a Windows-based Nokia and an Android-based Samsung. All phones are supplied with supporting software (for example the Skype for Business App).

8.0 Loss and Damage

All equipment, whether funded from the centralised provision or bought as a specialist purchase, must be accounted for and inventoried.

If equipment fails, then it will be repaired. If an in-house repair is not possible, then the cost of external repair or replacement for the standard equipment will be met through LIS, however the cost for specialised equipment (such as Apple Macs) will be met by the user's department.

If any equipment is damaged (for example a broken screen because the device has been dropped or knocked over etc.), then SIZ will arrange for its repair, and may be able to loan a replacement during the period of time it is with the repairer. The cost of the repair will be met by the user's department.

If any piece of equipment is lost or stolen the user's department should work closely with Finance to manage any insurance claims. The costs of replacement will be met by the department from where it was lost or stolen.

9.0 Age and Replacement

PCs and laptops are typically expected to have a 4+ year lifecycle. Standard equipment will be scheduled for replacement based on this.

On standard devices, software is maintained at the most recent standard possible, and this may involve an upgrade (for example the move to Windows 10). Prior to any such upgrade, then all corporate software, and specialised software that operates on the Microsoft platform will have been fully tested for compatibility.

Specialised hardware will be reviewed for replacement on the same 4-year cycle. The full cost of any replacement is met by the user's department.

Non-standard operating system upgrades will need to be discussed on a case by case basis, to ensure that an upgrade does not compromise any specialised software, and does not compromise the way in which that machine works with corporate systems.

10.0   Bring Your Own Device (BYOD)

Some individuals may prefer to use their own personal device for business use, rather than University provided equipment. As many key university services are web-based (e.g. email, staff intranet, Moodle, web printing) this is possible, however there are some corporate systems that will not work without a University provided device (please enquire via SIZ for details).

Users choosing this option will be supported in accessing and using our web-based systems, however we are unable to repair faulty hardware, personal software or address potential compatibility issues. We can however offer advice on how best to address these issues and offer guidance on how to keep personal devices up-to-date and secure. It is strongly advised that staff members follow the guidance issued in the Electronic Information Security Policy to ensure best practice is adhered to.

11.0   Classroom Equipment

Requests for computers or other equipment for existing classrooms are made through SIZ, but are coordinated and approved through the Teaching & Learning Accommodation Group (TALAG). This group oversees all teaching accommodation and prioritises annual investment, room refurbishments and the standard classroom specification.

Some larger refurbishment projects and new builds will have their computer requirements factored into the overall project, and in these cases requests to TALAG are not required.

12.0   Requesting, Ordering and Payment

All requests must be made via the online IT Provisioning Request form located in the "Support Me" section of the staff Intranet. The on-line form asks all necessary questions in order for the request to be fully considered and costed.

Once a request is approved, the order must be placed by LIS and depending on the request an approval process will be initiated within the University's finance system where a departmental budget holder will need to approve the order.

13.0   Eligibility

13.1   Individual staff members

The University of Chichester will provide access to a centrally-funded standard desktop or laptop provision to all staff members subject to approval from their departmental head. Departments are asked to ensure their existing computer provision is fully utilised. Desk sharing and/or hot-desking is strongly encouraged and supported.

13.2   Non-staff members

Individuals who are not employed directly by the University are not entitled to a University provided computer provision, unless there are exceptional circumstances. These requests must be discussed directly with the Head of Support & Customer Experience. Any requests made for non-staff members must be funded by the relevant department and the equipment will remain the property of the University of Chichester.

13.3   Departmental requests

There are occasions when a business function or department (academic or professional service) require additional computer equipment to support their activities. Requests of this nature will be handled as per the conditions set out in section 6.0 of this document.

14.0   Usage of University Provided IT and Related Equipment

The users of all University provided IT and related equipment, both on-site and off-site, must adhere to the Electronic Information Security Policy and the Code of Conduct within it. Use of University provided printing and telephony services are for business use only and accrued usage costs will be charged to the relevant department. All personal use should be itemised and submitted to Finance for payment. Usage reports are provided regularly to budget holders, however personal itemised reports can be provided to users on request.