

ICT Provisioning Policy

Updated October 2018

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 when equipment reaches its end of useable life.

2.0 Associated Documents

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

3.0 Policy Provisions/Principles

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

In collaboration with the department head, each role within the University is assessed for the role holder's needs and working patterns (full or part time, fixed or mobile), taking into account affordability and compatibility with equipment provisions in other areas of the University. Typically, the assessment of need 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. For non-standard requests, more lead time will be required.

To ensure the best value from economies in purchasing, skills and 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.

The use of all University provided equipment and services must abide by the [Electronic Information Security Policy](#). This restricts any unauthorised personal or commercial activity, and usage must be directly related to University business and in keeping with the University's core values.

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), printing and scanning facilities. All standard hardware is within the professional/business class range of computers to ensure performance and reliability.

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 or there is an approved business need, 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).
- If the request is to replace an existing desktop computer, depending on the remaining warranty of that machine, the replacement may need to wait until this period has elapsed.
- A further request for an additional tablet computer, even if funded by the user's department, will not be supported.

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 Office 365 and Microsoft Office are the core products used. As part of the initial assessment of a user's 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.)

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

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 and may take longer than two weeks to procure. Some software is also not designed for enterprise use and therefore cannot be supported using our standard tools. Users may be required to bring hardware back to site to have issues investigated.

LIS reserves the right to decline requests if they pose a security, compliance or licencing risk to the University.

6.0 Specialist Requirements – for example Apple, Linux, ChromeOS, high performance computing

It is understood that there are both academic and business requirements that are best met using non-Microsoft hardware and/or high performance computers, 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.

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 relevant VCG member for the department
- 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 secure 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 or peripheral device (e.g. ergonomic keyboard, track pad) required for medical reasons should be approved through the Health and Safety office: healthandsafety@chi.ac.uk.

7.0 Mobile Telephones

LIS centrally manage the supply of mobile sim cards, call and text allowances and pooled mobile data limits. This ensures the University is able to procure a cost-effective and appropriate service to support the University's mobile phone provision. All requests for mobile phones must be made and justified by the relevant department head. The justification and request must take into account that;

- All usage charges will be met by the user's department (this includes any fixed monthly service fee, additional costs associated with breaching usage limits, and any additional add-ons purchased, such as international calling)
- Mobile phone users are expected to use the Skype for Business mobile app when connected to a WIFI network to reduce the costs associated with mobile usage
- The cost of the handset will be covered by the user's department and the purchase order will be placed by LIS; choice of handsets is broad and LIS will recommend a suitable, competitively priced mobile phone that is fully compatible with University services such as Skype for Business and Wi-Fi. Requests for a premium handset, such as an Apple iPhone, will require further justification.
- Mobile phones and their associated call/data plans must only be used for University business.
- Departments needing multiple devices should consider a 'pool' of devices to be shared by team members, rather than dedicated devices being allocated.
- Department heads/directors must budget for mobile phone costs as part of the business planning process.

8.0 Access to Printing, Scanning and Copying

All users with a University IT network account can access our printing, scanning and copying services. All our devices are multifunctional, therefore provide all of the above services. Devices are located in shared areas to ensure access to these services are within reasonable reach of staff locations. Access to a dedicated printing, scanning or copying device, such as in a single occupancy office, is not supported. Due to the associated costs involved, it is strongly advised to keep printing to a minimum and colour usage should only be used in exceptional circumstances. Where high-volume printing or copying is required, this must be completed by the Print & Imaging team located at both campuses. Scanning should be completed within each departmental area, as the Print & Imaging service prioritise internal bulk-printing needs and income generation through commercial printing activities.

9.0 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 (all centrally provided computers come with either a 3, 4 or 5 year warranty). If an in-house repair is not possible or the equipment is out of warranty, then the cost of the external repair or replacement for standard equipment will be met through LIS. The cost for non-warranty repairs for specialised equipment (such as Apple Macs) will be met by the user's department.

If any equipment is damaged (e.g. broken screen due to the device being dropped or knocked) then LIS will arrange for its repair and may be able to loan a replacement device 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 (LIS will support departments throughout this process). The costs of replacement (or insurance excess, if applicable) will be met by the department from where it was lost or stolen.

10.0 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 at times will require an upgrade (for example the move a new Windows operating system). Prior to any such upgrade, all corporate 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 or the way that a machine works with our corporate systems.

11.0 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 the University supplied wifi and 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.

12.0 Classroom Equipment

Requests for computers or other equipment for existing classrooms should be made via the 'Support Me' section of the staff intranet. These requests are coordinated and considered 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.

13.0 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 online 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.

14.0 Eligibility

14.1 Individual staff members

The University of Chichester will provide access to a centrally-funded standard desktop or laptop provision to all staff members on at least a 0.4FTE contract subject to approval from their department head. Departments are asked to ensure their existing computer provision is fully utilised. Desk sharing and/or hot-desking is strongly encouraged and supported. Staff on less than a 0.4FTE contract are normally expected to share office equipment within their departmental allocation as directed by their director/head of department. Associate lecturers and casual staff are not normally entitled to dedicated equipment.

It is not automatic that a user moving roles within the organisation is able to retain their current provision. Each move will require a needs assessment.

14.2 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.

14.3 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. LIS do have a pool of loanable laptops that can be borrowed for up to 7 days to accommodate some requirements (e.g. offsite assessment and feedback). These devices are limited and are available on a first come first served basis. LIS are unable to guarantee the availability of these devices as they are also used for key University events, so providing as much advance warning for these requests is recommended.

15.0 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. If there are exceptional circumstances and these devices are used for personal use, this usage 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.