

IT HARDWARE POLICY

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Equality Impact Assessment	Completed
Accessibility checked	Yes

1.0 Overview

1.1 Document Objective

The purpose of this policy is to provide a guidance for the procurement, management and disposal of all IT hardware for the University of Worcester. The policy covers IT hardware purchases relating to the annual planning cycle, ad hoc purchases or upgrades of computer desktops, laptops, iMacs and Macbooks, and peripherals and tablets.

A separate mobile phone policy should be considered in conjunction with this document.

Revision History

Revision	Date	Description	Revised By
1	11/05/2021	Draft	CG
2	16/07/2021	Final version for UEB	CG

Related documents

Document Name	Revision	Author
Mobile Phone Policy	2.1	CG
IT Peripherals Procurement Guidance	1.2	TG
Purchasing Matrix	2.0	TG

2.0 Annual Planning Cycle

The majority of laptops, Apple Macs and desktops to be procured and retired will be identified through the University's annual planning cycle which in itself will draw upon the University's central IT asset database.

2.1 Procurement

The procurement of Windows and Apple laptops and desktops as part of the annual planning cycle will be funded and managed centrally by the IT Service using standard specifications.

IT will provide equipment that will allow staff to perform all reasonable activities including complex spreadsheets, database operations, analysis etc. As a default all staff will be supplied with a Windows laptop and associated peripherals as part of the replacement cycle.

The standard provision will include:

- A laptop
- A USB-C universal docking station
- A USB headset

- An additional monitor
- Keyboard
- Mouse
- Laptop bag

Desktop, Apple Mac or specialist requirements outside of this specification for 'High End' or 'Power Users' will be reviewed on a case-by-case basis supported by a business case. Cases will be reviewed by the IT Service User Experience Team and if approved the cost of the device will be centrally funded.

2.2 Deployment

Windows or Apple Laptops, and Desktops will be configured, audited and deployed by the IT Service and where possible to named individuals. The IT Service Department will ensure that all of the University's Information Governance and Security procedures are followed when setting up software and hardware.

2.3 Management

Windows or Apple Laptops, and Desktops will be tracked through use of the IT asset database. IT assets not allocated to named individuals will be allocated to a location rather than a person.

Any assets should not change ownership or in the case of fixed assets such as desktops moved without approval from the IT Service. Staff members should contact the IT Service for advice if they plan to leave or change roles within the University.

2.4 Replacement

Hardware will typically have a lifespan of 5 years; the IT Service will contact the named individual on the asset register when a replacement is due.

When a Desktop PC is replaced by Laptop as part of rolling replacement then this will also have USB-C dock and other peripherals supplied with it (see section 2.1). The costs for additional laptop docks and peripherals for home use for example will be recharged to the school/department.

3.0 Ad hoc purchases of computer desktops, laptops, iMacs and Macbooks

The IT Service is the sole authority responsible for authorising and placing orders for Windows and Apple desktops and laptops on behalf of the University, regardless of the source of funding.

Any requests for computer hardware outside of the planning lifecycle for example for new staff posts where existing equipment is not in place or for hardware as part of project funding should be made via the IT Service Desk.

4.0 Peripherals

The IT Service will provide a 'catalogue' of approved items (such as keyboards, webcams or headsets) which will be used for ad-hoc revenue purchases by Schools and Professional Service areas. This will ensure all IT equipment is procured via our approved partners, will be supported by the IT Service and will be compatible with our systems.

Devices that do not require configuration or central management such as keyboards, webcams or headsets can be procured directly by the School or Professional Service area using the approved catalogue, and delivered to the School or Professional Service area without IT approval.

If there is a requirement for a specialist item that does not appear in the catalogue, then the IT Service should be contacted for advice.

5.0 Specialist Requirements

The IT Service will fund and procure specialist hardware requirements as part of a workstation assessment, Occupational Health referral or as part of reasonable adjustments for new starters. Requests for specialist equipment should be made via the IT Service Desk from an authorised member of the School or Professional Service Area.

6.0 Tablets

6.1 Requests

The IT Service is the sole authority responsible for authorising and placing orders for tablet devices on behalf of the University, regardless of the source of funding.

Tablets will be managed centrally by the IT Service using standard specifications. Any requests for tablets should be made via the IT Service Desk, if approved the cost of the device will be centrally funded.

The standard provision will include:

- Apple iPad
- Apple iPod
- MS Surface Go

Specialist requirements outside of this specification will be reviewed on a case-by-case basis supported by a business case. Cases will be reviewed by the IT Service User Experience Team and if approved the cost of the device will be centrally funded.

6.2 Deployment

Tablets will be configured, audited and deployed by the IT Service and where possible to named individuals. The IT Service Department will ensure that all the University's Information Governance and Security procedures are followed when setting up software and hardware.

7.0 Requests to change or upgrade a device

Any upgrade requests to internal components or requests to change a device (for example requesting a laptop to replace a desktop, or a more powerful desktop) should be made via the IT Service Desk. Requests will be reviewed on a case by case basis supported by a business case. Cases will be reviewed by the IT Service User Experience Team.

If approved the cost of the upgrade will be covered centrally, if the request replaces an existing device that device must be returned for redeployment.

8.0 Disposal

All IT assets always remain the property of the University and therefore cannot be given away, thrown away or sold. IT Hardware deemed to be of no further use should be returned to the IT Service and will be written off in line with Finance and IT Service procedures. This will ensure that assets are disposed of with due consideration of data security liabilities and legal disposal requirements.

9.0 Accidental damage

If any IT equipment is accidentally damaged, the IT Service should be notified who will conduct an assessment and repair the device if financially viable. If the device cannot be repaired a replacement device will be allocated.

All associated costs relating to accidental damage of a device will be covered centrally.

10.0 Lost or stolen devices

Should any IT equipment become lost or stolen it must be immediately reported to the IT Service. The IT Department may be able to remotely erase certain classes of device or identify them as stolen if accessed by a third party.