



## IT Equipment and Software Provisioning Policy (Staff)

### 1. Purpose

- a. Set out the University's policy on IT equipment and establishes high-level principles for acquisition, responsibilities, use and disposal of IT equipment.
- b. Guide expectations of what equipment can be provided.
- c. Guide the provisioning of specialised software that are outside of capital project budget planning.
- d. Raise awareness of how provisioning is shaped by:
  - i. statutory obligations to avoid loss or exposure of information, and other cyber threats
  - ii. privacy, and particularly for other people's information you may have access to
  - iii. supportability, and value for money
  - iv. principles, compliance and code of conduct set out in the [System Access Policy](#), [Data Protection Policy](#), [IT Policy](#) and [Financial Regulations](#).
  - v. arrangements for when a new starter or someone leaves the University
  - vi. environmentally sustainable, and secure disposals.

### 2. Scope

- a. This policy applies to all staff who are eligible and require access to the University's IT equipment and software.

### 3. Eligibility

- a. St Mary's University will provide permanent staff (full-time or part-time or fixed term contract) who are employed under the University payroll, computer equipment for them to perform their duties and responsibilities.
- b. Staff on a casual contract and agency workers are not automatically entitled to the provision of IT equipment but the hiring or line manager can put in a request for a short-term loan for the duration of their contract if their duties prove to require one.
- c. Exclusions are:
  - i. Hourly Paid Associates
  - ii. Partnership staff
  - iii. External examiners

### 4. Computer Equipment Packages

- a. To support a more flexible working environment in the University, IT department is now providing new starter with a standard laptop equipment instead of desktop computer and headset. Staff will not be issued a desktop as well as a laptop or monitors for remote or flexible workers.
- b. If the type of work performed requires staff to have a desktop, we can swap the laptop for a desktop but will be unable to fulfil the request for both type of equipment except in exceptional circumstances.
- c. The University aim to provide increased flexibility for staff and are now replacing end of life equipment with laptops, docking station and screen, rather than a desktop computer, as laptops can be used at home, on the move, or in the office, and come with built in webcams, microphones and speakers.
- d. Staff PCs and laptops will continue to be replaced on a 5-year rolling cycle and, when replaced in this way, will be centrally funded by the IT department.
- e. All IT equipment that the University provision is registered, secure and meet good specification and operational needs.
- f. Keyboard, mouse, headset and/or docking station can be requested.
- g. Generally, requests for non-standard IT equipment without medical or accessibility reasons will not be considered if the current standard equipment provisioned meets operational needs.

- h. Exceptions can be made for:
  - i. Specialised requirements for medical or reasonable adjustments, such as alternative machines or peripheral devices (e.g. ergonomic keyboards or track pads), will require approval from Health and Safety or Occupational Health. These adjustments will be centrally funded.
  - ii. Premium devices may be provisioned with suitable justification of requirements and approval from both line manager and departmental budget holder. These devices are not funded centrally and will require departmental budget code prior to purchase.

## 5. Open Access Computer Equipment

- a. All staff can access Open Access Computer Equipment in all teaching and meeting rooms.
- b. Staff can login to the computers using their university log-in credentials.
- c. Each user's unique log-in configures the computer to the user's profile i.e. their email account, network and print facility.
- d. The teaching and meeting room computers may not operate the same way as the laptops issued by the University, as they are designed for shared use.
- e. Access to specialised software may not be available on these computers but a request can be made to the IT department if the licence allows for that.

## 6. Printing, Scanning and Copying

- a. All staff can access printing, scanning and copying services through the Multi-Functional Device (MFD) located in shared areas across the campus.
- b. Access to the MFDs is within close proximity reach of staff locations.
- c. IT department supply toners to the MFDs and ensure they are regularly service and maintain.
- d. Departments with the closest proximity to the MFDs are responsible for the supply and top up paper in the MFDs.
- e. Access to dedicated printing, scanning or copying device such as single occupancy office, is not supported.
- f. To support the University's Sustainability Strategy, it is strongly advised to keep printing to a minimum and where necessary.
- g. For any bulk or bespoke printing, this can be requested via [Stag Print](#).

## 7. Staff – New Starters and Leavers

- a. New Starters
  - i. All new starters with a permanent or fixed term contract will be provided with a new or repurposed device and peripherals upon arrival. These should be requested by the recruiting or line manager using the [IT Equipment for New Starter form](#). Allow *at least 5 working days* for request of equipment to be ready for new starter. Collection of equipment is on campus.
  - ii. Equipment must not be transferred from one user to another. This is to ensure the device is fully reset and residual data is removed following the University's standard security process.
- b. Leavers
  - i. All University provisioned devices whether purchased with central, departmental or grant budget is an asset and the property of the University in accordance with the [Financial Regulations](#).
  - ii. All staff must return all allocated equipment to IT Service Desk (Library, H2) on or before their last working day of employment.
  - iii. Equipment returns at locations such as Security, Main Reception or Post room will not be accepted.
  - iv. It is the line manager's responsibility to ensure that all physical assets and equipment belonging to a leaver are returned to the IT Service Desk. Failure to do so may result in the leaver's department being charged for the replacement equipment.
  - v. There is no post-employment access to university resources or equipment, including email accounts, files or folders, software or subscriptions.

## 8. Responsibilities

- a. IT Department:

- i. Responsible for the procurement, deployment and maintenance and decommissioning of IT equipment and centrally supported software.
- b. Hiring or line managers:
  - i. Responsible for the request of equipment for new starters and the return of the equipment for leavers.
- c. All staff:
  - i. Ensure proper use and care of IT equipment and software assigned to them.
  - ii. Ensure equipment is kept in a secure location off and onsite to avoid theft or damage.
  - iii. Ensure all equipment is returned in the same condition in which it was loaned at the end of the last working day to the IT Service Desk.
  - iv. Are held responsible for any damage or missing equipment. All staff must not loan out equipment that has been assigned to you by the University to your peers, colleagues, students, friends or family members.
  - v. Equipment and software provided for university duties must not be used for personal, other business, or outside educational purposes.
  - vi. You must ensure that Health and Safety procedures are followed when using the equipment assigned to you to ensure you or anyone else is not put in any unsafe conditions.
  - vii. Are responsible to comply with all legal requirements such as GDPR, data protection and privacy when using the assigned equipment.

## 9. Losses, Faults and Damage

- a. If any IT equipment is stolen, report it to the local police and then to IT Service Desk by providing the crime reference number. This will ensure that you or your department is not held responsible for the replacement of the equipment and ensure the access of that machine is removed from the University's network as part of cyber security.
- b. If the computer equipment shows signs of misuse or abuse, the costs of excess (if applicable) will be met by the staff's department.
- c. If a computer equipment is lost, report to IT Service Desk as soon as possible. The cost of the equipment replacement will be met by the staff's department.
- d. Report any faults with the equipment as soon as possible. IT department will arrange its repair through its warranty or a third-party repairer. A loan device will be provided for the duration of any repair. The costs of excess (if applicable) will normally be met centrally.
- e. Any faulty or damaged equipment must be returned to IT Service Desk before replacement equipment can be issued.
- f. The IT department are unable to retrieve content or data from stolen or lost equipment. As a good practice, avoid storing documents or data on the local hard drive but on [One Drive](#) instead.
- g. Report any lost or stolen computer equipment by completing [The Report Lost and Stolen Equipment Form](#).

## 10. Ordering Process for Equipment

- a. Request and approval process
  - i. *Standard equipment*
    1. The budget for standard equipment is established as part of the IT long-term maintenance equipment cyclical replacement strategy. This is approved at every annual Operation Plan and reviewed by the Capital Expenditure Board. This budget is subject to approval by Finance Department as part of budget approval cycle.
    2. All University devices are purchased from University's approved providers, ensuring appropriate levels of support, warranties and procurement compliance.
    3. Standard equipment is centrally funded and are purchased in bulk to benefit from discounts, minimise wait time for deployment, and streamline maintenance and support.
    4. All laptop and teaching PCs will have standard software available.
    5. Request for standard equipment can be made for new starters who meet the criteria outlined in "Section 2" above. Hiring or line managers are responsible for submitting the request through the [IT Equipment for New Starter](#) form. Allow *at least 5 working days* for equipment to be ready. Equipment collection is on-campus by default.

*ii. Non-standard equipment*

1. The provision of non-standard equipment usually comes through an agreed business case set out during the capital project planning round and approval.
2. Non-standard equipment outside of capital project planning require reasonable justification and will be reviewed by the IT department. If approved, these requests are not centrally funded but by the department requesting the non-standard equipment. A departmental budget code is required before purchasing of equipment.
3. Request for non-standard equipment can be made through [The Non-standard Equipment Form](#) for review.

b. Procurement

- i. The IT department will review and handle all procurement activities to ensure that purchases are made from approved vendors and allow the University to leverage bulk purchasing benefits and maintain standardisation.
- ii. This includes standard, non-standard and premium equipment, and capital planned project.

c. Deployment

- i. The IT department will configure and deploy equipment and software according to the University's standards and security protocols.
- ii. All IT assets must be recorded in the University's asset management system to ensure we adhere to [Financial Regulations](#).

**11. Specialised Software or System Provisioning**

- a. Specialised software or platforms are typically provided through agreed business cases with the IT department as part of the capital project planning round. This process allows the IT department to plan and allocate appropriate resources to support the implementation and deployment of the software or system.
- b. For specialised software that falls outside of capital planning but has an approved departmental budget and does not require IT department to support, a formal enquiry to IT department for sign-off is still necessary before procurement. This ensures that the supplier and the software meet the University's essential deployment criteria, such as cyber security, Digital Accessibility, GDPR, etc.
- c. There are several steps to take before specialised software procurement can be approved:
  - i. Complete the [Software Evaluation Request Form](#).
  - ii. The IT department will review the request, with a response expected up to 30 days. Additional information may be required for further review.
- d. Allow between 3 to 8 weeks for a final decision, depending on:
  - i. The complexity of the software and its deployment
  - ii. The number and type of users
  - iii. Management and local support for the users
  - iv. Risk assessment of the product
  - v. Supplier's business continuity and level of service support
- e. The request can be rejected if existing University centrally supported system or platform has the capability to perform similar functions to the proposed new systems or software.
- f. If the specialised software is found to require centralised support and implementation:
  - i. It can be launched as an IT project.
  - ii. It will Integrate into the University's offerings and support.
  - iii. The IT department will confirm timescale and co-ordinate with the supplier on delivery dates.
  - iv. This activity may increase the initial budgeted cost and will need to be funded by the department requesting for the software or system.

**12. Reuse, recycling and disposal of equipment**

- a. Equipment that can be reused will be stored or deployed elsewhere.
- b. Equipment that has no further use to the University and no longer serviceable is decommissioned for collection with a Waste Electrical and Electronic Equipment (WEEE) compliant recycling company. The University's recycling partner will process it in accordance with the [Data Protection Policy](#) and [Financial Regulations](#).

- c. The University will ensure that the recycling partner takes a robust and ethical approach in line with the University's sustainability strategy.

### **13. Transfer of IT equipment ownership**

- a. Staff members leaving the University can request to purchase IT equipment. Eligibility requirements are:
  - i. Equipment must be over 3 years old.
  - ii. Limited to staff members leaving the University
  - iii. Subject to IT Team approval
- b. Leavers must submit requests through the [Request to Purchase Equipment form](#) which will be reviewed by the IT Team.
- c. IT Team will assess:
  - i. Equipment age and condition
  - ii. Market value
  - iii. Data security considerations
- d. Prior to any approved transfer:
  - i. The Leaver will drop the equipment at the IT Service Desk with the IT Team for evaluation.
  - ii. IT team will set appropriate pricing and if agreed, will remove all University-licensed software and securely wipe all data and rebuild equipment to original factory setting.
  - iii. Finance team will approve the release of equipment and update the asset register.
  - iv. Leavers will pay, sign and accept the Terms and Condition of Sale for IT Equipment before collection.
- e. Once the sale and transfer are completed, the University is no longer responsible for the support, update or maintenance of the equipment.
- f. The University is unable to provide warranty with the sale of the equipment.