I T Services

Device Policy guidance – version 2.4

Prepared by: IT Services | Last Updated: January 2024

Device Policy

A refreshed Device Policy is here https://www.its.qmul.ac.uk/media/its/service-desk/ITS-Computing-Device-Policy-v1.7.pdf **.**

It applies to all staff and PGR students of Queen Mary who have access to and use the University's information systems, whether on-premise or remotely.

Please use the Self-Service Catalogue channel to request hardware.

- By default, this will be a managed mobile device (laptop) to allow for remote working

- To ensure a safe and secure working environment, we will provide managed devices

- Managed environments exist for Windows, Linux and Mac*, but your role may preclude these options

- IT Services recommend a model that fits colleagues' role

- One person, one device

- IT Services will fund up to £1,300 (inc. VAT) costs of any non-standard devices – the School/Institute pays the remainder

* Mac device requests will be assessed on an individual basis

Laptop bundle - Staff

Standard Device = 5 working days

Non-standard Device = 90 working days

Role Type	Professional Service Staff	Teaching and/or Research staff	Non Permanent	Maximum Timeline
Dell Bundle Type A	✓	✓	✓	5 Working Days
Dell Bundle Type B	✓	✓	✓	5 Working Days
Dell Bundle Type C	✓	✓	✓	5 Working Days
Dell Bundle Type D	Device Checklist Required*	Device Checklist Required*	✗	5 Working Days
Apple Mac Book Air Type W	Device Checklist Required*	Device Checklist Required*	✗	5 Working Days
Apple Mac Book Pro Type X	Device Checklist Required*	Device Checklist Required*	✗	5 Working Days
Non-Standard Device	Device Checklist Required*	Device Checklist Required*	✗	90 Working Days

- The request for PEP must be raised by a Requestor on the IT Equipment Authorisers List, Anybody can raise the request when the department or research grant pays for the device,

- *Requires approval – 10 days Service Management Office

- ITS will fund up to £1,300 (inc. VAT)

- Non-Standard device – full specifications must be supplied – please expect 90-day lead time

Laptop - PGR

Role Type	PGR (HSS, S&E & FMD) PHD	Maximum Timeline
Dell Laptop Type A	✓	20 Working Days
Dell Laptop Type B	✓	20 Working Days
Dell Laptop Type C	✓	20 Working Days
Dell Laptop Type D	✓	20 Working Days
Apple Mac Book Air Type W	✓	20 Working Days
Apple Mac Book Pro Type X	✓	20 Working Days
Non-Standard Device	Device Checklist Required*	90 Working Days

PGR students in all faculties are now eligible for a Queen Mary funded device.

This is currently available for incoming 1st years students in the 2023/24 academic year and students from S&E and HSS who were 1st years in the 2022/23 academic year.

Please see table to left for eligibility

There are different Service Level Agreements on PGR and staff devices – please see Staff Laptops slide for more details on staff service level agreements.

- The request for laptop must be raised by via your School / Institute

- *Requires approval – 10 days Service Management Office

- Non-Standard device – full specifications must be supplied – please expect 90-day lead time

Standard PC Personal Equipment Package (PEP)

Laptop Purchase – Option A

Recommended for All

- Windows/Linux
- 13" Screen
- 13th Gen Intel® Core™ i5 (Integrated Intel®Iris® Xe Graphics)
- 16 GB Memory
- 256 GB Hard Drive
- Weight: 1.35 kg

Laptop Purchase – Option B

Recommended for All

- Windows/Linux
- 15.6" Screen
- 13th Gen Intel® Core™ i5 (Integrated Intel®Iris® Xe Graphics)
- 16 GB Memory
- 256 GB Hard Drive
- Weight: 1.613 kg

Laptop Purchase – Option C

Recommended for All

- Windows/Linux
- 14" Screen
- 13th Gen. Intel® Core™ i7 (Integrated Intel®Iris® Xe Graphics)
- 16 GB Memory
- 512 GB Hard Drive
- Weight: 1.53 kg

Laptop Purchase – Option D

Available to All – Checklist Form and Approval Required

- Windows/Linux/mRDS
- 14" Screen Enhanced Graphics
- 13th Gen. Intel® Core™ i7
- Nvidia GeForce MX550 Discrete Graphics w/Thunderbolt
- 16 GB Memory
- 1 TB Hard Drive
- Weight: 1.39 kg

- The above Models are held in stock and can be delivered within 5 working days
- Please note the specification may change due to improvements agreed with the supplier or due to circumstances beyond our control.

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Standard Apple and Non-Standard Personal Equipment Package (PEP)

MacBook Purchase – Option W

Available to All – Checklist Form and Approval Required

- Mac OS
- MacBook Air 13-inch
- Apple M2 chip with 8-core CPU
- 512GB SSD Hard Drive
- 16GB RAM
- Space Grey

MacBook Purchase – Option X

Available to All – Checklist Form and Approval Required

- Mac OS/mRDS
- MacBook Pro 14-inch
- Apple M3 chip with 8/10/16-core CPU
- 512GB SSD Hard Drive
- 16GB RAM
- Space Grey

Other non-Recommended Devices

Varied

Requirements to be submitted to FRMs in the first instance – DO NOT REQUEST PURCHASE BEFORE speaking to FRMs to review the request.
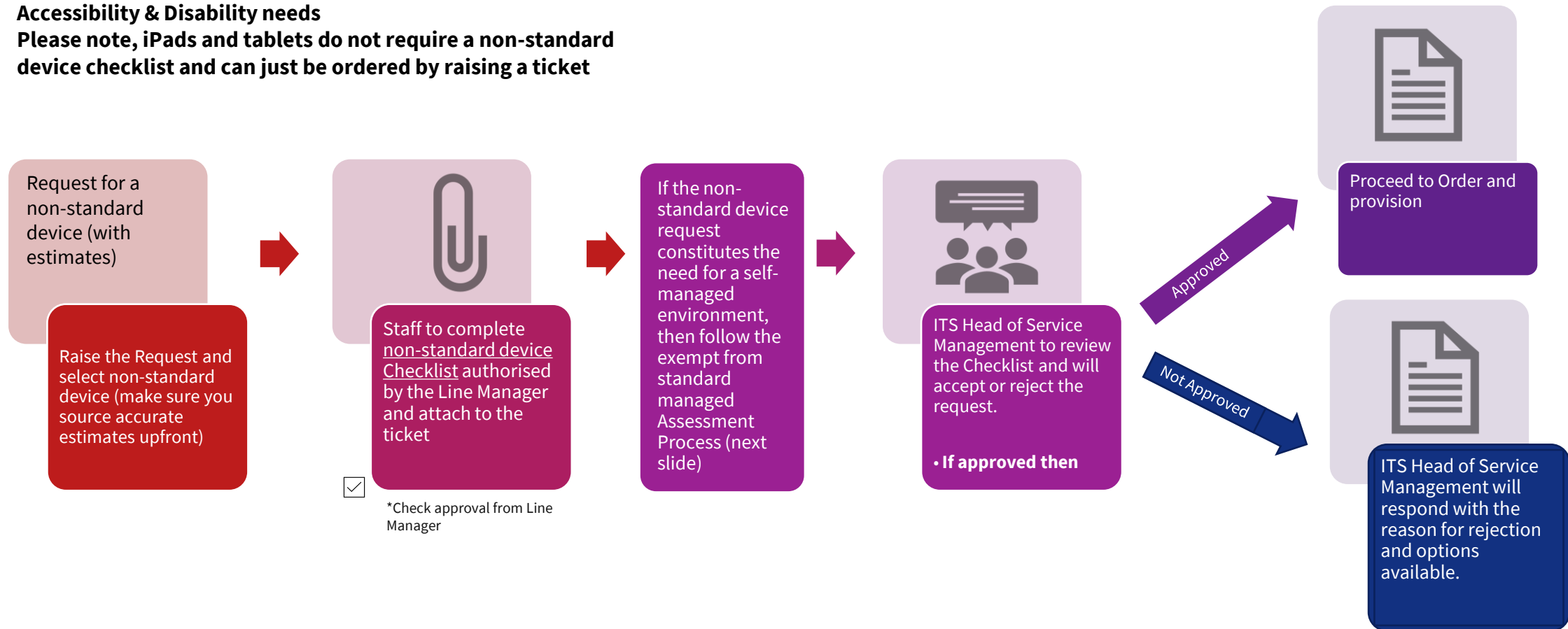
Apple Devices Only:

Some apps are not supported by Apple's operating system.

QMUL Apple Mac's are provided with the following default software. · MS Office, including Teams, Outlook, Powerpoint, OneNote, Excel, & Word · Horizon · Firefox · Chrome · RDS client · SPSS 27 · Endnote · Emacs · Mitel Micollab client · Adobe apps - individual licences must be acquired from Business Support.

- The above Models are held in stock and can be delivered within 5 working days
- Please note the specification may change due to improvements agreed with the supplier or due to circumstances beyond our control.
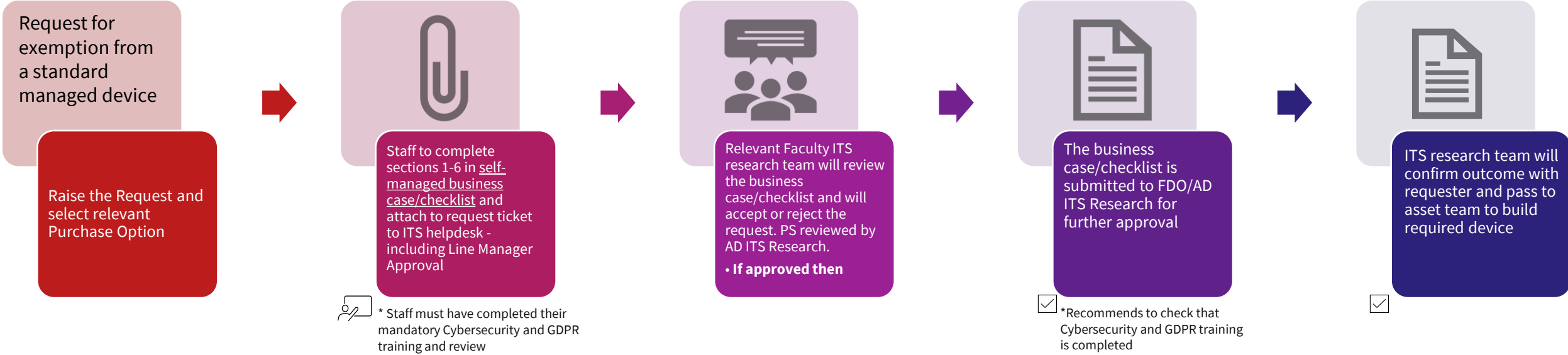
Non-Standard device ordering process

- **Any device that is not PEP**
- **Accessibility & Disability needs**
- **Please note, iPads and tablets do not require a non-standard device checklist and can just be ordered by raising a ticket**

Request for a non-standard device (with estimates)

Raise the Request and select non-standard device (make sure you source accurate estimates upfront)

Staff to complete non-standard device Checklist authorised by the Line Manager and attach to the ticket

*Check approval from Line Manager

If the non-standard device request constitutes the need for a self-managed environment, then follow the exempt from standard managed Assessment Process (next slide)

ITS Head of Service Management to review the Checklist and will accept or reject the request.

- **If approved then**

Approved

Not Approved

Proceed to Order and provision

ITS Head of Service Management will respond with the reason for rejection and options available.

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Exemption from Standard Managed – Approval/Risk Assessment Process

The steps that need completing for all requests are:
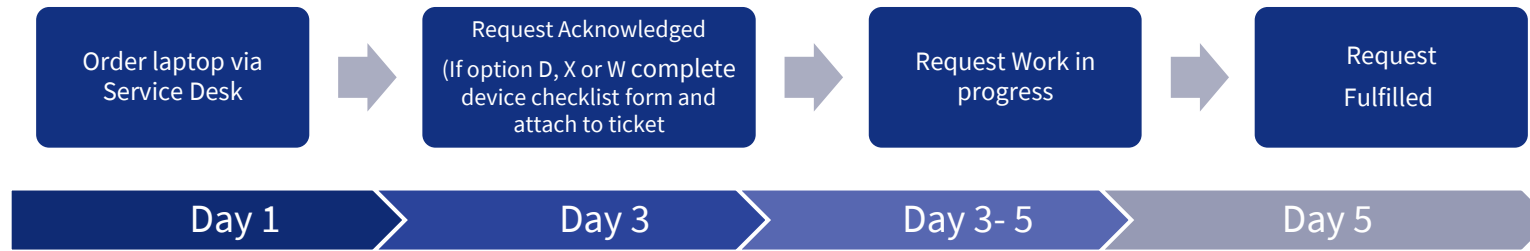1. Business case with line manager approval
2. ITSR assessment

Request for exemption from a standard managed device

Raise the Request and select relevant Purchase Option

Staff to complete sections 1-6 in self-managed business case/checklist and attach to request ticket to ITS helpdesk - including Line Manager Approval

* Staff must have completed their mandatory Cybersecurity and GDPR training and review

Relevant Faculty ITS research team will review the business case/checklist and will accept or reject the request. PS reviewed by AD ITS Research.
• **If approved then**

The business case/checklist is submitted to FDO/AD ITS Research for further approval

☑ *Recommends to check that Cybersecurity and GDPR training is completed

ITS research team will confirm outcome with requester and pass to asset team to build required device
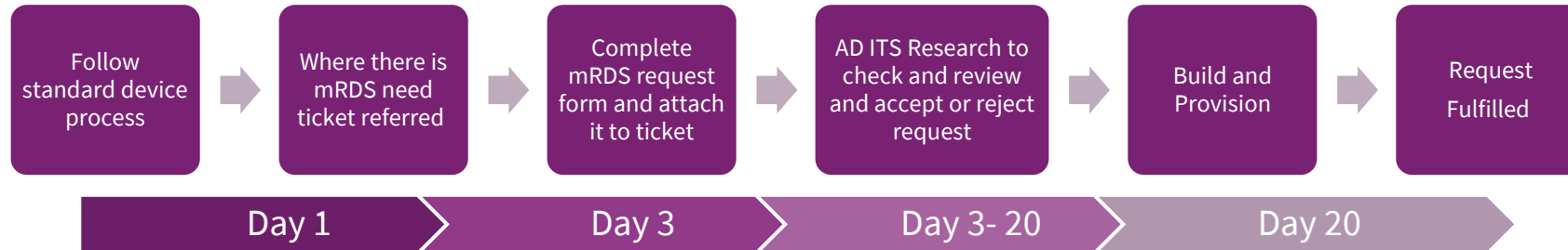
☑

Faculty Relationship Manager Coordinates

- **All Self-Managed devices will have LanSweeper, Defender (antivirus) installed – MUST NOT BE REMOVED.** Please find self-managed policy here
- High Performance Computing (HPC) - provides researchers with the ability to expand their data processing, simulation and computation across hundreds of cores. This has led to widespread use across many disciplines. For further information go here: HPC
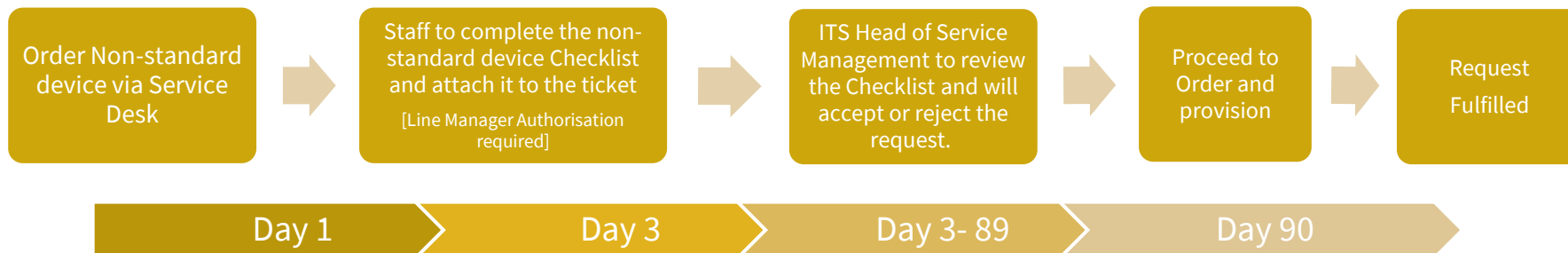- *** Self-Managed devices to be superseded by managed Research Desktop Service (mRDS), launched in 2023

Request Process and Timelines (SLAs)

Standard PC / Apple Devices (PEP)

Order laptop via Service Desk → Request Acknowledged (If option D, X or W complete device checklist form and attach to ticket) → Request Work in progress → Request Fulfilled

| Day 1 | Day 3 | Day 3- 5 | Day 5 |

mRDS Dell Option D and Option X

Follow standard device process → Where there is mRDS need ticket referred → Complete mRDS request form and attach it to ticket → AD ITS Research to check and review and accept or reject request → Build and Provision → Request Fulfilled

| Day 1 | Day 3 | Day 3- 20 | Day 20 |

Non-standard Devices and Exempt from standard QM Managed (Checklist Form and/or b/case Approval Required)

Order Non-standard device via Service Desk → Staff to complete the non-standard device Checklist and attach it to the ticket [Line Manager Authorisation required] → ITS Head of Service Management to review the Checklist and will accept or reject the request. → Proceed to Order and provision → Request Fulfilled

| Day 1 | Day 3 | Day 3- 89 | Day 90 |

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Service Desk is the 1st point of contact for all ITS related enquiries

Live Chat	Telephone	Ticket System	Email
its.qmul.ac.uk	**020 7882 8888**	**servicedesk.qmul.ac.uk**	**servicedesk@qmul.ac.uk**
Best for: ✓ Asking questions ✓ Reporting problems	**Best for**: ✓ Reporting a Problem – something isn't working, forgotten password, lost files, slow Wi-Fi etc.	**Best for:** ✓ Requesting a Service – request for new hardware/software, setting up a new account issuing and account amendments	**Best for:** ✓ When a response or support is not required straight away ✓ Where you want to support a query with visual evidence, e.g., screen grab
Why? We can ask questions Remote access to your PC We can agree next steps straight away if further support is required	**Why?** Multi-skilled team Over 65% issues resolved during first call We can ask questions We could agree next steps with you straight away	**Why?** You have a record of your enquiry You can track progress You can provide detail	**Why?** We can ask questions Remote access to your PC We can agree next steps straight away if further support is required

ITS Escalations here: https://www.its.qmul.ac.uk/support/helpdesk/escalation/

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