ITS Policy

ITS Computing Device Policy

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Revision History	

Version	Description	Author	Date
1.0	Final policy issued	H. Brogger	23 Mar 21
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1.2	Updates from Feedback	Shelim Miah	24 Aug 22
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1.6	Feedback from Anne Parry	Shelim Miah	20/12/22
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Authorisation	Rachel Bence, CIO		
Signature	*R.Bence*		
Date	January 23		

Contents

1   Policy Statement

1.1   The policy is issued by Queen Mary University of London to ensure awareness of the personal computing device and computer peripheral options available within the University. This policy provides an overview of the available device choices and their uses.

The University recognises that devices such as laptops and smartphones, are an essential part of everyday life for many people. The availability and use of portable rather than fixed devices has been shown to increase the efficiency of an organisation's workforce, and the focus has thus shifted away from fixed desk computing provision and towards supplying colleagues with a range of mobile and flexible computing devices and peripherals.

This policy covers the selection, purchase, deployment and disposal of University's computing devices and peripherals by and on behalf of its **staff and PhD/PGR students.** The cost of purchasing, maintaining and disposing of IT devices for University staff is significant, and it should be noted that the initial purchase cost typically constitutes only around a third of the total cost of the ownership of the device, the remainder being made up of support, software licencing, secure disposal, as well as the cost of the underlying supporting infrastructure. These cost elements can only be effectively controlled through adopting a standard approach to the purchase of IT equipment and personal computing devices (desktops) in particular, as they represent a higher volume across the overall IT equipment estate. A Queen Mary-wide policy is therefore required in order to minimise the costs and risks inherent in purchasing and supporting a large estate of IT equipment in use by a diverse user group.

1.2   This Policy aims to:
- Minimise the total cost of computer devices and peripherals by offering a validated range of devices provided by ITS through agreement with a premium supplier

- Offer flexibility in the range of device choice to accommodate specialist activity taking place across the University

- Through a **centralised purchasing approach** minimise the risk of uncontrolled and unwarranted IT device spend.

- Ensure that staff have one device that is suitable for their needs.

2   Scope

2.1   The principles of this policy come into effect as per the Effective Date on page 2. The policy principles will not apply retrospectively in respect to funding nor equipment provision.

2.2   This policy applies to all Queen Mary staff and PhD/PGR students of Queen Mary who have access to and make use of the University's information systems, whether on premise or remotely. All interactions with the University's IT are impacted including where non-centrally procured devices are utilised.

2.3   This policy applies to all computing devices and peripherals purchased using University funds for the use of temporary and permanent staff in their normal duties. These include, but are not limited to:
- desktop computers
- laptop computers
- mobile phones
- tablets
- Monitors
- Docking stations
- headsets
- document cameras

2.4   The policy includes computing devices and peripherals regardless of their operating system and manufacture. Hence Windows, Mac and Linux devices are within scope.

2.5   The policy includes BCI (with them also staff from the former Wolfson Institute) with the exception that devices will be provided without any ITS imaging or configuration. This is because BCI maintain their own device allocation and utilisation policy (not governed by ITS). The device recycling process is also exempt as BCI have their own arrangements.

2.6   The Policy applies to all asset provisioning across UK and Malta Campuses, and excludes all other international sites, where they will have their own local policy and processes.

2.7   The policy excludes all printing, scanning and photocopying devices, these are covered in the Central Print Policy found here https://www.its.qmul.ac.uk/governance/policies/

2.8   The policy excludes non-personal computing devices such as servers, storage and core infrastructure purchased by IT Services or otherwise.

2.9   The policy excludes devices in the libraries, study areas, PC labs and devices attached to research equipment. However, any devices purchased for these purposes must be through ITS.

2.10   The policy excludes BYOD and is covered in a separate policy on the IT Governance page.

3   Policy Detail

3.1   Principles of the provision of devices and peripherals

General:

- Computing devices and peripherals should be requested through the IT Service Management Tool. Only in circumstances where this is not viable (see Section 4), and in consultation with IT Services where possible, should they be ordered through other channels.
- IT Services are responsible for the assignment and utilisation of all ITS funded computer devices and peripherals. This includes re-assigning existing, serviceable devices to new or existing staff and students.
- Computing devices and peripherals purchased by Queen Mary **remain the property of Queen Mary** for their lifetime. The only exception is research-funded IT equipment where the grant is transferred to another institution and here the IT equipment will follow the grant. Should the grant finish whilst held by Queen Mary then any equipment will remain property of the University. Grants include Flexible Research Funding, Research Enabling Funds, and similar research funding methods.
- Access to any Queen Mary device by members of staff is subject to all relevant policies and can be withdrawn at any time.
- All devices and peripherals that are the property of Queen Mary are to be promptly **returned when a staff member leaves Queen Mary.** This includes staff who retire to take up emeritus status. The equipment must be returned to ITS without unreasonable delay when the staff member leaves and should under no circumstances be retained by the department. This enables ITS to remove Queen Mary and personal data, licences and ensure asset records are changed. If a new starter takes on the role, the department should request a device from ITS for this new colleague and where relevant, ensure the device of the previous role holder has been handed back. Failure to return any device on leaving the University will incur a charge on the department to replace that device.
- New staff members in an existing role will receive a device from ITS. The line manager is responsible for informing ITS and requesting this device via the IT Service Desk.
- Individuals moving from a permanent (or fixed term) role to another permanent or seconded role within Queen Mary, should retain their current device (laptop) and utilise this in their new role. However if their previous devise was a desktop, the line manager of the new role is responsible for requesting a substitute device (laptop) via the IT Service Desk.

- o The outgoing (old) line manager is responsible for:
  - Contacting IT Services and any relevant teams to remove all access privileges that are no longer required for their new role.
- o The incoming (new) line manager is responsible for:
  - Ensuring the specification of the device is appropriate for their new role
  - Ensuring any new access privileges and application licences are requested via IT Service Desk and any relevant local teams
- In all other circumstances the device should be returned to IT Services (see Appendix D). For any exceptions, a ticket must be raised to the IT Service Desk which will be escalated to the Head of Service Delivery for review.
- Queen Mary owned devices should NOT be exchanged by individuals or departments. The responsibility for the device remains with the original recipient.
- For versatility and mobility, new staff are expected to receive a laptop computer as their only device. Only where explicitly approved, and with a valid Device Checklist Form, will a desktop device be considered.
- For security and full support, devices issued by IT Services will by default be on the managed service. Only where explicitly approved (for a replacement or first request device) in accordance with relevant policy, e.g. Self-Managed policy, (https://www.its.qmul.ac.uk/media/its/documents/services/qmulonly/guidancedoc/ITP07---ITS-Policy---Self-Managed-v1.5.pdf) will a device be issued that is not on the managed service.
- Due consideration must be given to physical security of devices and peripherals, particularly in open-plan offices or computer labs. Advice should be sought from IT Services on the most effective means of securing devices https://www.its.qmul.ac.uk/support/protect-computers-and-devices/
- Devices must not be retained by (or sold to) staff or students should they leave the University or if the device reaches end-of -life. This is for reasons of data protection (GDPR), information security, software licence compliance and compliance with regulations on the disposal of electronic equipment.
- IT Services will dispose of computer equipment that is unusable, in accordance with the EU Waste Electrical and Electronic Equipment Directive (WEEE) regulations, by using a University approved contractor, that provides certification of data destruction. For further information please contact IT Services.
- IT equipment and adaptive technology required for equality, diversity and inclusion (EDI) purposes should solely be requested following specific guidance by an appropriate entity (e.g. OH). EDI IT equipment should be procured through ITS including a specification of the exact device required by the appropriate authority.

3.2 Funding:
- IT Services provide computing devices on a **one device per user** basis, e.g. one laptop.
- **IT Services will provide, as default for new staff in a new role, or to replace failed or no longer fit-for-purpose devices, a Windows laptop** to encourage and support mobile working. This includes a headset and laptop sleeve, collectively known as a Personal Equipment Package (PEP).
- The recommended/standard laptop will also be the base for Linux, available on request.
- Where a role requirement demands and - when supported by a Device Checklist Form that is approved by IT Services, Apple devices may be provided, but may require part funding and authorisation from the local department. (See **Device Specification** Section 3.4 below).
- Loan or pooled devices are funded by the local departmental budget, as are School-specific computer labs and non-centrally timetabled teaching spaces. Devices for centrally-timetabled areas (e.g. Student PC Labs) are funded by ITS (but are not covered by this policy).
- Replacements for lost or stolen devices will be cross charged to the local department. Please contact the Finance department (Insurance & Reporting Manager) for details of insurance.
- Queen Mary does not currently provide centrally funded devices for undergraduate or post graduate taught students. However, bursaries for laptops and peripherals are available for some students (see http://www.arcs.qmul.ac.uk/students/finances/bursaries-grants-scholarships/).

- Students and Staff are offered discounts on Windows and Apple devices from our primary suppliers. Further details can be found here: https://www.its.qmul.ac.uk/services/service-catalogue-items/items/purchasing-it-equipment-for-personal-use.html
- Devices for individual PhD/PGR students are funded centrally by ITS for HSS and S&E. FMD PhD/PGR students are to be funded by the local departmental budget, but must be purchased through ITS.
- IT Services does not fund computer peripherals such as tablets (e.g. for teaching), document cameras, etc. **beyond one headset and sleeve provided for a new starter**. This includes any equipment for home use. Individual Schools or Departments may validate and fund additional equipment for home use, and should be purchased through ITS.
- IT equipment and adaptive technology required for equality, diversity and inclusion (EDI) purposes is purchased via IT Services but funded by the local department and not ITS.
- Schools, Institutes and Professional Services must allocate suitable budget provision to maintain a replacement for non-standard equipment, as these are bespoke the cost maybe significantly higher.
- **Mobile phones are funded by local departments**, e.g. ITS funds mobile phones for ITS staff and will purchase mobile phones and contracts for local departments. See also Appendix B.
- Devices used specifically for medical research purposes may be VAT Exempt. A PO must still be raised, when the supplier accepts the PO, VAT is deducted at point of order. Therefore, existing stock cannot be used and must be ordered to qualify for the VAT exempt, which may result in longer delivery times.

3.3 Ordering, installation and collection:

- IT equipment is requested through the IT Service Desk https://servicedesk.qmul.ac.uk
- ITS maintains a list of device authorisers for each School, Institute and Department/area. Staff on this list have been authorised by the relevant areas to make device requests and approve local device budget spend. Only requests from listed individuals will be progressed (please note certain models will require further IT Services approval see Appendix C for further guidance).
- IT Services will present the device to the intended recipient on campus, installed in their office or ready for collection.
- Equipment delivery beyond London campuses is arranged and funded by the local departmental budget. This includes international shipments where required.
- Details about the device and its allocation will be recorded and held by IT Services. These include :
  - line manager
  - details of the employee the device has been issued to
  - Issue date
  - the budget code applied
  - mobile phone number
  - location/department
  - device make/model
  - IMEI Number
  - SIM card number
  - Asset number for Laptops only

3.4 Device specification:

- Computing devices and peripherals will be purchased from the University's approved supplier and from the list of recommended/standard models. The current selection can be found by logging onto the ITS Service request system using your Queen Mary login: servicedesk.qmul.ac.uk
- ITS will allocate a device in accordance with its expected usage for the job function (Appendix C):
- Should a higher specification device be required e.g. additional computer memory, then this will be subject to part funding by the local department and will require authorisation by the line manager, along with a valid Device Checklist Form, which must be approved by IT Services.
- The purchase of an Apple device, whether an iMac, iPhone or other, can incur a significantly higher total costs across its lifecycle. Apple devices within Queen Mary do not receive the same level of support as the ® Windows/Linux desktop service and certain external services cannot be guaranteed to operate with an Apple device, see list of services are provided here. However, it is recognised

that certain specialist requirements necessitate the use of Apple operating systems or Apple-specific software for teaching and research and exceptions can be made with the submission of a Device Checklist Form from an individual on the authorisation list and approved by IT Services.

- Where a device usage is likely to be predominantly for research the request will be referred to ITS Research consultants for specialist assessment https://www.its.qmul.ac.uk/its-research/

3.5 **Existing members of staff:**

- Where a device is no longer fit for purpose after a period of successful use, or beyond economical repair, IT Services will replace it on a like-for-like basis. Where a device is over 5 years old it will also be considered for replacement. A Windows computer is replaced with the current, recommended/standard specification Windows device as per the IT Services Service Catalogue (https://www.its.qmul.ac.uk/services/).

3.6 **Leavers:**

- When members of staff leave Queen Mary, it is the **responsibility of their line manager to notify IT Service Desk** of the date that access is no longer required and should be revoked.
- All employees and PhD/PGRs leaving Queen Mary are required to return their computing devices and peripherals at an agreed time to their line manager before they leave.
- The line manager must examine the devices to verify that they are the correct device that was issued to the employee, contains power packs, etc. and that the device is in good working condition. The line manager is then responsible for returning it back to IT Services. Following this IT Services will undertake checks and examine the condition of the device before updating this in the Asset database (CMDB).
- Staff should not under any circumstances transfer computing devices to other members of staff.
- IT Services may re-issue the computing device from the previous incumbent, after resetting the device, removing data from the previous user and updating the records, or provide a like for like or better replacement device from stock.
- Should an employee fail to return their computing device in any of the above circumstances, they and their department will be held responsible for any charges, e.g. mobile phone voice and data charges that have incurred until the device is either returned to IT Services or disconnected.

3.7 **Procurement of computing equipment**

Due to the total volume of computer equipment purchased across Queen Mary, all such purchases are subject to relevant UK, and where applicable EU, procurement legislation. The only means of purchasing computer equipment that is fully compliant with this legislation, is via **Queen Mary's approved suppliers list**.

Approved suppliers have been selected with the support of Queen Mary's Procurement team following a tendering process using relevant Higher Education procurement frameworks, as example, the National Desktop and Notebook Agreement (NDNA), which employ fair and transparent selection criteria and ensure prices and service levels are optimised for Queen Mary. Approved suppliers have also been subject to scrutiny around their ethical standards regarding environmental sustainability and labour conditions. The supplier agreement for NDNA is based around a standard selection of desktop and laptop computers designed to meet the vast majority of staff requirements, however it also allows for other equipment and variations to be purchased at preferential rates and with guaranteed levels of support. Likewise, a mobile phone agreement and additional computing device and peripheral agreements are procured through their relevant frameworks.

IT Services continually review the recommended /standard models available with the supplier to ensure suitability and value for the University:

- Computer devices and peripherals are selected which offer equipment ranges balancing cost with durability and performance to suit the various roles in the University.

- Laptops are selected for optimal mobility, e.g. lighter and flexible devices.
- All recommended/standard models are corporate-specific rather than domestic consumer-focused models, designed to be supportable by the staff and infrastructure of Queen Mary.

All supplier agreements are proactively reviewed by IT Services and subject to renewal according to the relevant procurement framework, thereby giving Queen Mary the opportunity to go to market again should pricing, quality or service levels prove unsatisfactory.

4   Process and Procedures

Acquisitions of computing devices and peripherals should be done by raising a request with the ITS Service Desk:
- The IT Service Catalogue (https://www.its.qmul.ac.uk/services/) contains a list of recommended/standard devices and peripherals for purchase via Ivanti Self Service, either through electing ITS funding or using local budgets.
- Specialist device or peripheral requests can be discussed and raised with the IT Service Desk through the channels found on: https://www.its.qmul.ac.uk/media/its/documents/services/qmulonly/guidancedoc/ITP07---ITS-Policy---Self-Managed-v1.5.pdf. Only in exceptional circumstances should a computer or peripheral be purchased outside IT Services, e.g. if abroad and without ability to obtain the device. Any purchase in this remit should be the last resort and with a full explanation and approval from the School/Institute manager as well as ITS. Raise any such need with the IT Service Desk.
- Information is available on the managed service page: https://www.its.qmul.ac.uk/services/service-catalogue-items/items/desktop-managed-service-staff.html
- Further information can be found on the ITS FAQ page: https://www.its.qmul.ac.uk/support/faqs/#requesting

For disposal of computing equipment please raise a request with the IT Service Desk via the Ivanti ticketing system (https://servicedesk.qmul.ac.uk).

4.1   Loss of a device

Should a user lose a device for whatever reason then the loss should be reported immediately to IT Services, please see the lost/stolen FAQ page. For further guidance. (Click on the title to show the drop-down information)

5   Policy Compliance

If any member of Queen Mary is found to have breached this policy, they may be subject to disciplinary procedure.

If you do not understand the implications of this policy or how it may apply to you, please seek advice from your direct line manager or in the case of a student PhD/PGR, your personal tutor. You, your line manager or tutor can speak to IT Services for further information where required.

This policy will be reviewed by the Head of Service Delivery in collaboration with the Risk and Governance Manager as it is deemed appropriate, but no less frequently than annually.

6 Exceptions

6.1 Certain equipment required for research purposes may require specialist advice and selection. Please consult ITS Research (ITS-research-consultants@qmul.ac.uk) in regard to specialist research devices and peripherals.

6.2 Specialist devices for teaching may require consultation for integration with other IT Services. Please raise your request with the IT Service Desk in the first instance.

6.3 This policy does not cover the use of personal mobile devices or BYOD (bring your own device). These are covered under a separate policy found here https://www.its.qmul.ac.uk/governance/policies/

7 Related Documents

7.1 for more specific details regarding the BYOD policy and any additional IT policies please visit here https://www.its.qmul.ac.uk/governance/policies/

7.2 IT Governance documents which this policy refers to can be found here:

https://www.its.qmul.ac.uk/governance/policies/

8   Appendix A – Definitions

Term	Meaning
Computing Device	All devices with a CPU (central processing unit) for the processing of information (typically a Laptop)
Mobile Computing Device	A computing device made of mobile components to make the device portable, such as a mobile phone or tablet. Mobile devices are capable of connecting to Queen Mary's services and are capable of sending/receiving data accessing wireless networks such as Eduroam.
Computer Peripheral	Electronic equipment that can be connected to a computing device providing input and/or output, e.g. a headset or a keyboard
Computing resources	An aggregate term for the available hardware, software, documentation, personnel and support services
UG	Undergraduate
PGT	Postgraduate Taught
PhD/PGR	Postgraduate Research student working towards a PhD (not Taught)
FMD	Faculty of Medicine and Dentistry (formerly SMD – School of Medicine and Dentistry)
HSS	Humanities & Social Sciences
S&E	Science & Engineering
Recommended /Standard	Centrally managed Dell devices issued and supported by IT Services
Non-Recommended/ Non Standard	A device that is NOT a standard Dell spec or build that is offered in the Service Catalogue
PEP	Personal Equipment Package – Laptop or device bundle that may include Headset and Laptop Sleeve, if ordered for a new member of staff.
BCI	Barts Cancer Institute

9   Appendix B – Mobile Computing Device eligibility – suggested considerations

9.1   Mobile Phones & Tablets

If a member of staff considers that the function that they fulfil will benefit from the use of a mobile device or tablet, they should contact their line manager initially to discuss their requirements.

Suggested considerations for discussion of eligibility should include if their duties and responsibilities extend to any of the following areas of work:

- spend an average of at least 50% of their time working away from their home (WFH) and or office which would include travel and duties performed during any visits and are unable to use a laptop or a fixed phone
- an employee who is required to perform emergency call out duties or to provide advice and guidance in emergency situations
- senior management that are frequently away from their offices or who are away from their offices less frequently but who may always need to be made available for contact to assist with the continuity of critical services

10 Appendix C – Funding and device allocation summary

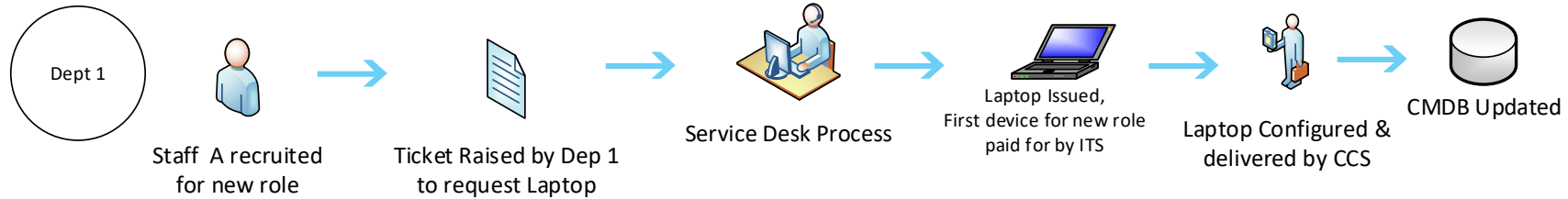**For funding details on funding and specification please see the <u>IT Services Request Catalogue</u> in Ivanti**
N.B. The next review of SLA will be in early 20/23.

Role Type	Professional Service Staff	Teaching and/or Research staff	PGR (HSS and S&E) PHD	Non Permanent	Max Timeline
Windows Bundle Type A	✓	✓	✓	✓	20 Working Days
Windows Bundle Type B	✓	✓	✓	✓	20 Working Days
Windows Bundle Type C	Checklist Approval	✓	✓	✗	20 Working Days
Windows Bundle Type D	Checklist Approval	Checklist Approval	Checklist Approval	✗	20 Working Days
Apple Mac Air Type W	Checklist Approval	Checklist Approval	Checklist Approval	✗	20 Working Days
Apple Mac Pro Type X	Checklist Approval	Checklist Approval	Checklist Approval	✗	20 Working Days
Non Standard Device	Checklist Approval	Checklist Approval	Checklist Approval	✗	90 Working Days

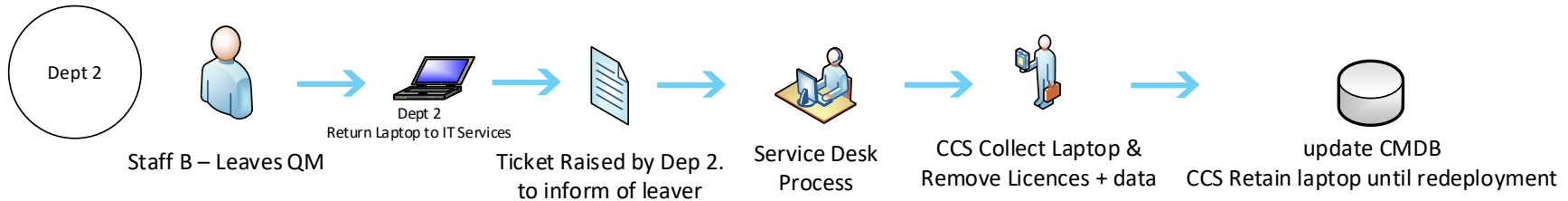<u>Device Checklist</u> Approval required for devices listed above.

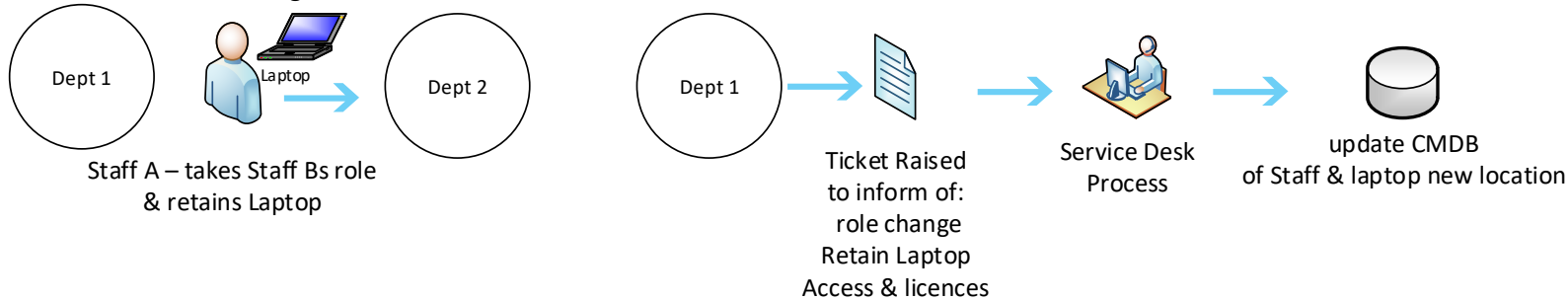# 11 Appendix D – Scenario for retaining devices – Staff includes PHD/PGR

Scenario 1 – New Role In Queen Mary Created

Dept 1 → Staff A recruited for new role → Ticket Raised by Dep 1 to request Laptop → Service Desk Process → Laptop Issued, First device for new role paid for by ITS → Laptop Configured & delivered by CCS → CMDB Updated

Scenario 2 – Staff leaves QM

Dept 2 → Staff B – Leaves QM → Dept 2 Return Laptop to IT Services → Ticket Raised by Dep 2. to inform of leaver → Service Desk Process → CCS Collect Laptop & Remove Licences + data → update CMDB CCS Retain laptop until redeployment

Scenario 3 – Staff changes role

Dept 1 → Staff A – takes Staff Bs role & retains Laptop [Laptop] → Dept 2   Dept 1 → Ticket Raised to inform of: role change Retain Laptop Access & licences → Service Desk Process → update CMDB of Staff & laptop new location

Scenario 4 – Staff recruited role

Dept 1 → Staff C recruited To replace Staff A → Ticket Raised by Dep 1 to request Laptop → Service Desk Process → Laptop deployed, From stock → Laptop Configured & delivered by CCS → update CMDB of Staff & laptop location