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

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

<table>
<thead>
<tr>
<th>Role Type</th>
<th>PGR (HSS, S&amp;E &amp; FMD) PHD</th>
<th>Maximum Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Laptop Type A</td>
<td>✓</td>
<td>20 Working Days</td>
</tr>
<tr>
<td>Dell Laptop Type B</td>
<td>✓</td>
<td>20 Working Days</td>
</tr>
<tr>
<td>Dell Laptop Type C</td>
<td>✓</td>
<td>20 Working Days</td>
</tr>
<tr>
<td>Dell Laptop Type D</td>
<td>✓</td>
<td>20 Working Days</td>
</tr>
<tr>
<td>Apple Mac Book Air Type W</td>
<td>✓</td>
<td>20 Working Days</td>
</tr>
<tr>
<td>Apple Mac Book Pro Type X</td>
<td>✓</td>
<td>20 Working Days</td>
</tr>
<tr>
<td>Non-Standard Device</td>
<td>Device Checklist Required*</td>
<td>90 Working Days</td>
</tr>
</tbody>
</table>

**Standard Device**

- 20 working days

**Non-standard Device**

- 90 working days
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.
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

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

Proceed to Order and provision

Approved

Not Approved

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

*Check approval from Line Manager
Exemption from Standard Managed – Approval/Risk Assessment Process

**Request for exemption from a standard managed device**

1. **Raise the Request and select relevant Purchase Option**
   - *Staff must have completed their mandatory Cybersecurity and GDPR training and review*

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

3. **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*

4. **The business case/checklist is submitted to FDO/AD ITS Research for further approval**
   - *Recommends to check that Cybersecurity and GDPR training is completed*

5. **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. For further information go here: HPC
- ***Self-Managed devices to be superseded by managed Research Desktop Service (mRDS), launched in 2023***

The steps that need completing for all requests are:
1. Business case with line manager approval
2. IT&R assessment
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**
Service Desk is the 1st point of contact for all ITS related enquiries

<table>
<thead>
<tr>
<th>Live Chat</th>
<th>Telephone</th>
<th>Ticket System</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>its.qmul.ac.uk</td>
<td>020 7882 8888</td>
<td>servicedesk.qmul.ac.uk</td>
<td><a href="mailto:servicedesk@qmul.ac.uk">servicedesk@qmul.ac.uk</a></td>
</tr>
</tbody>
</table>

**Best for:**
- ✓ Asking questions
- ✓ Reporting problems

**Best for:**
- ✓ Reporting a Problem – something isn’t working, forgotten password, lost files, slow Wi-Fi etc.
- ✓ Requesting a Service – request for new hardware/software, setting up a new account issuing and account amendments
- ✓ 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

- Multi-skilled team
- Over 65% issues resolved during first call
- We can ask questions
- We could agree next steps with you straight away

- You have a record of your enquiry
- You can track progress
- You can provide detail

- 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/