



ITS Policy

ITS Computing Device Policy

**Prepared by Roshan Hewavitarne
Version 1.8**

Effective Date:	30/08/2024	Date Reviewed:	30/08/2025
-----------------	------------	----------------	------------

Reviewers:	AD Platform and Service Delivery Head of Business Management Head of IT Service Operations & Service Management Head of Client Devices Campus Customer Support IT Lead Team Faculty Relationship Managers Faculty Directors of Operation Head of Change and Students Experience
------------	---

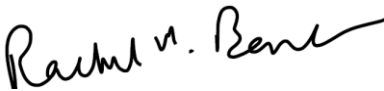
Policy Owner: Roshan Hewavitarne

Author	Roshan Hewavitarne, Head of Operations & Service Management
--------	---

Revision History

Version	Description	Author	Effective Date
1.0	Final policy issued	H. Brogger	23 Mar 21
1.1	Annual Review amendments made	H.Brogger	06 Apr 22
1.2	Updates from Feedback	Shelim Miah	24 Aug 22
1.3	Update Feedback	H.Brogger	30 Aug 22
1.4	Updates from Feedback	Shelim Miah	12 Oct 22
1.5	Updates from ITLT feedback	Shelim Miah	01 Dec 22
1.6	Feedback from Anne Parry	Shelim Miah	20/12/22
1.7	Feedback from Rupa Dey	Shelim Miah	16/01/23
1.8	PGR/Funding updates and feedback from FDO's/BCI Changes	Service Management Office	29/08/24

Authorisation	Rachel Bence, CIO
---------------	-------------------

Signature	
-----------	---

Date	30/08/2024
------	------------

Contents

1	Notable changes to Device policy V1.8	4
2	Policy Statement	4
3	Scope	5
4	Policy Detail	5
5	Policy Compliance	10
6	Related Policies	10
7	Appendix A – Definitions	11
8	Appendix B – Mobile Computing Device eligibility – suggested considerations	12
9	Appendix C - Rationale around procurement of computing equipment	12
10	Appendix D – Scenario for retaining (re-assigning) devices – Staff includes PHD/PGR	13

1 Notable changes to Device policy V1.8

The core policies regarding device selection, purchase, deployment, and disposal remain similar, with minor updates and clarifications to improve clarity and reflect updated procedures. The changes include:

- Policy scope has been updated to reflect current practices and procedures.
- Clarity around how devices for individual PhD/PGR students are now funded centrally by ITS.
- Purchase policy and financial regulations.
- Clarity around the Joiners, Movers, Leaver's process.
- Emphasis on QM Information Security training as a mandatory requirement.
- Device Disposal regulations.

2 Policy Statement

2.1 **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 now an essential part of everyday life for many people. The availability and use of portable rather than fixed devices have 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 high volume across the overall IT equipment estate. This policy is therefore required to minimise the costs and risks inherent in purchasing and supporting a large estate of IT equipment in use by a diverse user group.

2.2 **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 each staff member has access to a device that is suitable for their needs.

3 Scope

- 3.1 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.
- 3.2 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.
- 3.3 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
- 3.4 The policy includes computing devices and peripherals regardless of their operating system and manufacture. Hence Windows, Apple Mac and Linux devices are within scope.
- 3.5 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.
- 3.6 The policy excludes all printing, scanning and photocopying devices, these are covered in the Central Print Policy found here [Policies - IT Services \(qmul.ac.uk\)](https://www.qmul.ac.uk/its/policies).
- 3.7 The policy excludes non-personal computing devices, such as servers, storage, and core infrastructure, acquired by IT Services, research groups, or projects for shared use, rather than for any individual.
- 3.8 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.
- 3.9 The policy excludes BYOD and is covered in a separate policy on the [ITS Policies page](#).

4 Policy Detail

4.1 Principles of the provision of devices and peripherals

ITS Responsibilities

- QM computing devices and peripherals must be purchased via ITS and requested through an IT Service Management Tool ticket (contact the ITS service desk). It is ITS's responsibility to respond to such requests in a timely and efficient manner (see Appendix C below for timelines). Only in circumstances where a request via ITS is not viable (see Section 4), and in consultation with IT Services where possible, should they be ordered through other

channels. Schools and Directorates **must not directly purchase devices through means such as purchasing cards**. This principle is mandated by the [Finance regulations\(2.2\)](#) and explicitly outlined in our [Expenses policy](#) (2.2)

- 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, regardless of the source of funding, e.g. Queen Mary funded, (including Flexible Research Funds), or funded by external grant funding. **The only exceptions are where (i) a grant for research-funded IT equipment is transferred to another institution and IT equipment will follow the grant, or (ii) where a grant specifies that the device remains with the grant holder.** Otherwise, should the grant finish whilst held by Queen Mary, then any equipment will be retained by the University. Grants include Flexible Research Funding, Research Enabling Funds, and similar research funding methods. All research and grant funded (incl. the funding mentioned above) devices must be procured through IT Services and can be requested through the [IT Service Desk](#).
- 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. For disposal of computing equipment please raise a request with the [IT Service Desk](#).

New starters

- New staff members will receive a QM funded device from ITS. The line manager/device authoriser holds the responsibility to ensure that they request the device via the [IT Service Desk](#) and that the information provided on the new staff member is complete and correct.
- 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 ITS managed service**, including standard ITS managed or Managed Research Desktop Service (mRDS). Only where explicitly approved (for a replacement or first request device) in accordance with relevant [policy](#), will a device be issued that is not on the managed service.
- Employers are legally obliged to make reasonable adjustments to ensure that workers with disabilities, or physical or mental health conditions, are not substantially disadvantaged in the workplace. Please follow the specific guidance by an appropriate entity (e.g. Occupational Health) to ascertain the specific needs of the individual before requesting any IT equipment, and/or adaptive technology as part of a reasonable adjustment. Any specific IT equipment or adaptations must be procured through ITS, including a specification of the exact device required by the appropriate authority.
- All joiners are expected to protect themselves and their digital environment (including their devices) by immediately completing QM mandatory information security [training](#).
- Access to any Queen Mary device by members of staff is subject to the [Acceptable Use Policy](#), and all other relevant [policies](#) and can be withdrawn at any time.

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 devices and peripherals that are the property of Queen Mary are to be promptly **returned when a staff member or research student (PhD/PGRs) leaves Queen Mary**. This includes staff who retire to take up emeritus status.

- 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. 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, and licences and ensure asset records are changed.
- 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.
- Failure to return any device upon leaving the University will incur a charge on the department to replace that device. Devices not returned within 30 days will be disconnected by ITS, rendering them inaccessible. When a user leaves, their account is disabled, preventing further access to data. Devices handed in are automatically disconnect as part of the return process.
- Devices covered by this policy 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.

Movers

- 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 device was a desktop, the line manager of the new role is responsible for requesting a substitute device (laptop) via the IT Service Desk.
 - 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.
 - Contacting managers of Teams or SharePoint sites that the Individual has access to and that are not relevant for the new role. A request needs to be made to remove access to this data.
 - 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.

All users

- Access to any Queen Mary device by members of staff is subject to adherence to all relevant policies and can be withdrawn at any time. This includes the Information security & Acceptable Use policy, which all staff must agree to work to.
- Queen Mary owned devices should NOT be exchanged by individuals or departments. The responsibility and ownership 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.

- Users must give due consideration to the physical and digital security of devices and peripherals, particularly in open-plan offices or computer labs.
<https://www.its.qmul.ac.uk/support/protect-computers-and-devices/>. **Devices must be locked or switched off when unattended.**
- Should a user lose a device for whatever reason then the loss shall 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).
- 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.

4.2 Funding

- IT Services provide computing devices on a **one device per user** basis, e.g. one laptop. Users include QM staff and individual PhD/PGR students (whose devices are now are funded centrally by ITS for all Faculties).
- Only where explicitly approved, and with a valid [business reason](#), will an additional device be considered. Additional devices are funded by the local department or research funding methods.
- **IT Services will provide, as default for new staff/PGRs 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 an approved Device Checklist form Apple devices may be provided but may require part funding and authorisation from the local department. (See **Device Specification** Section 4.4 below).
- Loan or pooled devices are funded by the local departmental budget, as are School-specific computer labs and non-centrally timetabled teaching spaces.
- IT Services will fund the provision of loan devices to eligible users for the following circumstances (but are not covered by this policy) and can be requested via the IT Service Desk:
 - Centrally timetabled areas (e.g. Student PC Labs),
 - Professional Services and Academic staff travelling to high-risk areas,
 - Individuals whose primary devices are undergoing repairs.
- Replacements for lost or stolen devices will be cross charged to the local department.
- IT Services does not fund computer peripherals such as monitors, docking stations, tablets, 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, inclusion (EDI) and accessibility 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 for future replacements 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 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.
- **Queen Mary does not currently provide centrally funded devices for undergraduate or post graduate taught students**. These students are expected to bring their own device to campus to support their studies at a certain minimum specification. However, bursaries for laptops and

peripherals are available for some students

(see <http://www.arcs.qmul.ac.uk/students/finances/bursaries-grants-scholarships/>).

- Note - 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>. These devices are considered to be BYOD in nature (Bring your own device). BYOD is covered under a separate policy found [here](#).

4.3 Ordering, installation, and collection

- IT equipment is requested through the IT Service Desk <https://servicedesk.qmul.ac.uk/>
- Only in exceptional circumstances should a computer or peripheral be purchased outside IT Services, e.g. User encounters hardware failure while abroad, resulting in the inability to perform essential duties or academic responsibilities. In these circumstances, after purchase and on your return, a request must be submitted through the IT Service Desk for the device to be registered with IT Services.
- 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, either installed in their office or ready for collection from ITS.
- 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:
 - Device Issue date
 - Line manager
 - Details of the employee the device has been issued to
 - Employee's Issue dateline manager
 - The budget code applied
 - Mobile phone number
 - Location/department
 - Device make/model
 - IMEI Number
 - SIM card number
 - Asset number for Laptops only

4.4 Device specifications

- 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 on the [ITS Webpage](#) or by logging onto the ITS Service request system
- ITS will allocate a device in accordance with its expected usage for the job function (Appendix C) and the IT Service Catalogue (<https://www.its.qmul.ac.uk/services/>) contains a list of recommended/standard devices and peripherals for purchase via [Self Service](#), either through electing ITS funding or using local budgets.

- Should a different 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/approved authoriser, 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 which are provided. 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.
- All devices will be managed (either standard ITS managed or mRDS). Only where explicitly approved for a replacement or first request device and in accordance with relevant policy, e.g. Self-Managed policy, will a device be issued that is not on the managed service.
- Certain equipment required for research purposes may require specialist advice and selection. Please contact ITS Research (ITS-research-consultants@qmul.ac.uk). The request may be referred to the to ITS Research consultants for specialist assessment <https://www.its.qmul.ac.uk/its-research/>
- 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.
- Further information can be found on the ITS FAQ page: <https://www.its.qmul.ac.uk/support/faqs/#requesting>

4.5 Replacements for 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/>).

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 Related Policies

- 6.1 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 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 can connect 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
mRDS	<u>Managed Research Desktop Service</u>
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 (Faculty)
S&E	Science & Engineering (Faculty)
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
University Funds	Any equipment purchased using University funds.
CMDB	Configuration Management Database

8 Appendix B – Mobile Computing Device eligibility – suggested considerations

8.1 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.

9 Appendix C - Rationale around 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 most 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.

10 Appendix D – Scenario for retaining (re-assigning) devices – Staff includes PHD/PGR

This section outlines the scenarios for retaining and reassigning existing devices. In exceptional circumstances, departments may request to re-issue a department funded computing device from the previous user. However, this can only occur after ITS has reset the device, removed all existing data from the previous user, and updated the primary user records.

