

Purpose

The purpose of this policy is to provide a framework for the procurement of all IT hardware, software, and any externally hosted systems or software for the University of West London. With the current financial climate and ensuring the university complies with the Diamond Report's recommendations, the provision of appropriately specified IT equipment, and subsequently spend, across UWL needs to be closely monitored to ensure effective and prudent deployment of public funding.

Introduction

The University of West London has agreed standards in place for computer hardware and peripherals, desktop software, operating systems and computer networks. This standardisation is essential as it allows the University's IT Services to provide a quality service. The aim is to enhance the user experience via the following benefits:

- Users can quickly access the most regularly purchased items.
- Better communication and progress tracking.
- Better visibility of the order process and reduction in time taken to deliver items.
- Network, software and hardware installations are planned and coordinated centrally by experienced network engineers;
- Value for money is achieved when purchasing IT products/services and fair allocation of appropriate technology is provided to staff in line with their business needs.
- Specialist computing requirements and those that impact the student experience are highlighted earlier.
- A standard business case template has been created in order to guidelines users to streamline the application and review process.

After conducting an internal survey of all Heads of Schools and relevant support staff, IT Services are currently introducing a higher specification for desktop computing. A new specification for mobile computing products is currently being formulated and will be distributed to Heads of School, once detailed product testing has been concluded.

Specialists' requirements outside of this specification for 'High End' or 'Power Users' will be reviewed on a case by case basis supported by a business case. Cases will be reviewed by the Heads of Customer Experience and IT Engineering.

Policy

The policy covers all IT related purchases, though a separate mobile phone policy is currently at formulation stage and should be considered in conjunction with this document.

Staff members **are typically limited to a single Desktop or Laptop.**

- Staff may choose either a desktop computer or laptop
- Staff may choose either an Apple Mac or a Windows PC
- The nominal value of the equipment must not exceed £800.
- Computing equipment will typically have a lifespan of 5 years, after which it will be disposed of in accordance with the law (WEEE) and UWL policy
- Only heads of School or department/service and those staff whose role *requires significant* remote working (i.e. away from a fixed desk) will be entitled to a centrally-provided tablet and/or smartphone. Departments will be able to procure through IT Service their own mobile devices as needed.
- Deviation from this approach will require a robust business case to be submitted demonstrating the need and this will need to have the support of the relevant head of School/service. Except for where there is a demonstrable academic need and/or widespread student benefit, the cost above £800 would normally be met from School or department/service budgets.
- All IT equipment is owned by the University centrally and not by any individual/School/department irrespective of source of funding whether through departmental or research. All equipment will be asset tagged and IT Services will be responsible for all reallocation.
- On cessation of employment all IT hardware must be returned to IT Services and IT Services will be responsible for all reallocation.

A full specification of standard items is listed on the IT services website and can be found here <https://it.uwl.ac.uk/procurement> it is advised that you consult these specifications before a request is made, as these may be adequate for your business needs.

A standard range of equipment is available to streamline processes and delivery for the majority of orders. Special requests for non-standard or additional equipment should be made via filling out the procurement application form and sending it to the IT Service Desk.

Requests will be considered on an individual needs basis and assessed against the standard list.

This policy outlines the procedures that must be in place to achieve these benefits and to ensure the purchase, delivery and installation of IT equipment is coordinated successfully.

IT Strategy, Policy and Performance Committee (ITStraPP) has approved this Policy and any revisions to the Policy will require ITStraPP approval.

Software and Hardware Purchasing Guidelines:

In accordance with financial regulations, IT Services is the sole authority responsible for authorising and placing orders for IT software and hardware on behalf of the University, regardless of the source of funding. All IT related purchases will need to have full approval and authorisation prior to purchasing. All IT related hardware and software will be specified by IT Services and purchased by IT Procurement. Hardware and software cannot be purchased without approval by IT Services.

All requests for purchasing of equipment or software, whether as individual items or as part of a larger project, must be sent to the IT Procurement team who will process the request as per the IT Services process.

- IT Services will need to be satisfied of the need for the purchase of the equipment. Where there is uncertainty the Director of Information Technology will consult with Heads of Schools or Heads of Central departments. Any further uncertainty will go to Chair of IT Strategy, Policy and Performance Committee (ITStraPP) for a decision.
- If equipment or software is declined or changed, IT Services will provide a brief explanation to the requesting manager for the decision; IT Services will keep the customer informed of the decision and the outcomes if ordered.
- If the purchase is approved, IT Services will order the equipment directly with the suppliers; Where equipment is authorised and ordered, an installation window will be proposed, however this may change according to IT priorities; under exceptional circumstance this may be changed.

The IT Services has a standard set-up procedure for new hardware, software and systems. This procedure ensures the equipment is configured correctly and that all IT security measures are addressed. This includes the setup of passwords, anti-virus software, security marking the equipment and adding the item to the UWL asset management database.

The IT Services will not install software or hardware unless it has been involved in the specification of both. Hardware and software cannot be installed by non-IT Services staff.

The IT Services Department will ensure that all of the University's Information Governance and Security procedures are followed when setting up software and hardware.

Installation of replacement equipment will be given priority over new equipment in order to maintain continuity in the existing service.

External IT Services Purchasing Guidelines:

External IT Services include the provision of Hosting of software, accessing third party software, maintenance / support services and any other third party supplied IT related service including consultancy.

All requests for External IT Services must be sent via the IT Service Desk.

IT Services is the sole authority for placing orders for External IT Services.

IT Services will make a decision whether to approve, decline or amend the requirements for purchasing of these services.

If requests for external services are declined or changed, IT Services will provide a brief explanation to the requesting manager for the decision. IT Services will keep the customer informed of the decision and the outcomes if ordered. Escalation routes are via IT Services, ITMT and then IT StraPP.