IT Hardware Allocation Policy

Introduction
This document outlines the policies adhered to when allocating desktop, laptop computers and tablet devices to academic and professional staff at City University London. This document deals with the allocation of hardware.

All policies and guidelines in this document apply as of the 1st July 2014.

Desktop allocation
By default all current and new members of staff will be allocated one desktop computer. Please note, that the allocated PC will not be necessary new, but will support all standard applications which are part of the University’s standard managed build.

University Standard IT equipment is supplied and sourced from Dell at significantly discounted prices. All systems are built to City specifications and are purchased and shipped direct from the factory.

Although we cannot always provide the cheapest selection, we aim to provide competitively priced, high quality equipment designed and built to provide longevity of use. This is not necessarily the case for cheaper 'consumer' models. City’s recommended models come with a full 4 year on-site warranty. Once allocated, desktop computers are replaced cyclically at the end of their warranty period.

Please refer to the IS Purchasing website for the current IT products available.

Desktops and printers at home
IT does not provide desktops or printers for use at home or any IT consumables (e.g. Cartridges, mice, keyboard etc.).

Laptop allocation
All academic staff have the option to change from a desktop PC to a laptop as their primary machine. This change can only occur at the end of the desktop PC warranty. A careful assessment has to take place by the University’s IT Desktop Team. A ticket must be logged via ServiceNow in order to request this change.

If a secondary machine is required for research purposes this must be funded by the related research account. Please note that IT only provides one desktop or laptop from the list of approved IT equipment per professional or academic member of staff.

Professional staff can request the same change provided a business case is presented along with the
written approval from the respective Head of Professional Services when requesting the change, and can only occur at the end of the PC’s warranty period. In cases where the laptop is used as primary machine the IT Department will provide a docking station along with one standard sized monitor, one mouse and a keyboard.

Please note that all laptops have to be allocated to an individual for audit purposes, hence departmental laptops cannot be issued. For ad hoc laptop requests please contact the IT Service Desk and request a loan laptop. The loan laptop will be allocated for a maximum of 10 working days and will need to be returned to the IT Service Desk with all data removed prior to the return.

Standard Laptop
The laptop specification (found here) will be allocated as standard desktop replacement and funded by the central IT budget. Please refer to the IS Purchasing website for the current IT products available.

Responsibilities for laptop users
- Bring laptop in (and connect to the network) at least once a month to ensure relevant Encryption, Anti-Virus and Operating System reactivation and system updates
- Back-up all data to relevant network drive.
- Do not disable anti-virus or firewalls.
- Download Anti-virus updates regularly.
- Contact the IT Service Desk immediately for assistance with any laptop issues
- Protect City’s name and reputation: Do not download prohibited or unlicensed software.

Information Security rules apply
- All desktop PCs will be deployed without administrator access.
- All laptops used as desktop replacements will be deployed without administrator access.
- The IT Service Desk will assist with the installation of drivers and any additional requests for software on primary machines.
- Administrator access on laptops/desktops will be granted with consent from both the respective Head of Professional Services and the Head of IT Support Services where the laptop is a secondary machine or is required for extensive travel purposes. All requests must be logged via the self-service portal (http://www.city.ac.uk/itservicedesk) and assessment is going to take place by the IT department prior to all laptop allocation.

Allocation of tablet devices
In order to request a tablet device a business case along with the approval of the respective Head of Professional Services or Dean of the school must be sent via ServiceNow. Each case will be subject to assessment by the IT Department and financial approval.
Approved tablet devices are: iPad and Microsoft Surface (models may vary on availability).

By default the IT Department will procure the device with a protective cover and mid-range specification.

Tablet devices for research purposes have to be funded by the related research account.

Please note that all tablets have to be allocated to an individual for audit purposes, hence departmental tablets cannot be issued.

Please note that the IT Department does not supply applications for android or apple devices.

All tablet devices will be registered as IT assets and tracked via the tablet management tool.

**Frequently Asked Questions**

*Can I have a Mac instead of a PC?*

*Only for research purposes in which case it has to be covered by the related research budget or in exceptional circumstances when the request has to be approved by your Head of Professional Services or Dean and a business case will need to be attached to the related request via ServiceNow. In these cases your request will still be assessed by the IT department and will be subject to financial approval.*

*Please note: for specialized web design, web content management and film editing a Mac can be allocated as primary machine without additional approval from Head of Professional Services or Dean. In these cases the request will still be subject to financial approval.*

*When are monitors replaced?*

*At any time, if the monitor fails it will be replaced with a working monitor. The monitor may not always be new but will meet minimum University standards of at least 19" flat panel.*

*Can I have a different brand of PC?*

*No, the IT procurement policy covers only the University approved suppliers.*

*Can I have a new screen?*

*In the event your screen is faulty it is funded from the IT budget. Upgrades to larger sizes or additional monitor requests will need to be supported by a business case along with the approval of the Head of Professional Services or Dean of the school or funded by research budgets (Occupational Health requirements notwithstanding). In these cases your request will still be assessed by the IT department and will be subject to financial approval.*

*Do I have to have MS Windows on my PC?*

*The University standard desktop operating system is Windows 7 Enterprise.*
Can I Use Linux or another Operating System?

Machines purchased for specific academic purposes can run alternative operating systems; however these devices will be supported on a “reasonable endeavours” basis.

Will it come with applications software?

Your computer will be installed by the relevant IT support team. When set up it will include MS Office Professional Plus 2013 in addition to specialist applications authorised/licensed by the IT Department.

What happens to IT assets when someone leaves, changes roles, changes teams, goes on pa/maternity leave, long term sick or sabbatical?

IT Support Services have to be informed (via Service-Now or by calling the IT Service Desk on x8181). Your desktop computer should remain in place for use by others. Your laptop/portable IT devices will be returned to the IT Support Team for re-issue.

What is the policy surrounding re-issuing of-in warranty laptops and desktops?

IT Support Services have to be informed (via Service-Now or by calling the IT Service Desk on x8181) and the asset database will be updated. The spare device will then be allocated to the next staff member who requires it.

What happens if my IT asset is out of warranty? Is it supported and can I keep it?

It will no longer be supported within the agreed Service Level and may be supported at the discretion of the relevant IT team on a “reasonable endeavours basis”. The equipment remains property of City University London and cannot be kept for personal use.

How do we distinguish between department purchased IT assets and centrally funded IT assets?

All academic and professional staff are entitled to a computer as documented in this policy. The IS Asset register records this information and funding for these assets are made available via the IS budget.

All assets purchased from research codes or non-IS budgets (in special circumstances) are the responsibility of the local department/researcher.

I work from home most of the time. What IT equipment can be supplied to support it?

IT Services does not supply any printers nor consumables for home use.

For laptop and tablet device allocation please see paragraphs above.

In case research activity requires off site working the related research fund has to be used to cover IT hardware costs. Please note that in these cases the purchased hardware will be shipped to your home, and will only be supported remotely on a best endeavours basis. Home visits can’t be scheduled with the IT department.