Policy Document

University Hardware Provision Policy

Document Control

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<thead>
<tr>
<th>File Name</th>
<th>University Hardware Provision Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Author(s)</td>
<td>ISolutions Senior Management Team</td>
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<td>Current Revision Author(s)</td>
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Version History

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<th>Notes on Revisions</th>
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<td>Web</td>
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<td>mjh</td>
<td>Updated and revised – BRM’s &amp; Oz to review</td>
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<td>mjh</td>
<td>Updated to include DSE &amp; PGR following discussions + general clarity changes</td>
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<td>21/04/2014</td>
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<td>Pete Hancock</td>
<td>Director</td>
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*If signoffs are received by email, print names here and archive the sign off emails. Add location of signoff emails here:
Introduction

The policy for hardware provision is updated to align with the evolving requirements of the University.

Purpose

Specifically this policy is designed to:

- Provide a clear understanding, for our community, of what they can expect from iSolutions and what are iSolutions expectations of the community.
- Provide a policy for the supply of devices\(^1\) to members of the University which is sustainable in the prevailing financial environment
- Provide for device purchases through University approved suppliers in compliance with University financial regulations\(^2\) and procurement policy\(^3\)
- Provide flexibility of provision where it is required (e.g. enhanced variations as a consequence of research needs)
- Provide for additional necessary ICT provision for individuals through diverse funding streams
- Streamline the procurement and deployment process and make it quicker and more responsive

Scope

University (iSolutions) supplied STANDARD devices

iSolutions will provide and support a range of Windows, Apple Mac and Linux desktops, laptops and tablets to meet the varying requirements of staff across the University. The range of provision and all specifications will be reviewed annually and adjusted based on evolving requirements. Faculty input into this decision making is actively sought to ensure that specifications deliver against requirements.

- iSolutions will provide, as standard, a standard Windows/Linux/Mac desktop or standard/lightweight Windows/Linux/Mac laptop or tablet for all University staff
- Where this is a user’s only desktop or laptop (Primary unit) there will be no charge to the Faculty/Academic Unit/PS
- Where this is an additional desktop, laptop or tablet, it will be supplied at Full Cost
- The supplied Primary laptops or tablets will align with DSE recommendations and will where available be provided with a standard mouse, keyboard and monitor.
- All supplied devices will be supported and managed by iSolutions throughout the asset lifecycle, regardless of funding source
- iSolutions will provide bespoke systems subject to Faculty/Academic Unit/PS line management approval
- All devices provided will be purchased through University approved suppliers in compliance with University financial regulations and procurement policy
- iSolutions website contains detail of current specifications and prices of new devices
- Full time & Part-time PGR\(^4\) student provision is aligned with this policy; recycled fully functional systems may be used to fulfil this requirement
- iSolutions supplied new devices will come with an electrical safety visual inspection sticker. The Faculty/PS take responsibility for subsequent electrical safety testing.
- Mobile phones are explicitly excluded from this policy

University (iSolutions) supplied HIGHER SPECIFICATION devices

iSolutions will provide and support a higher specification range of Windows, Mac and Linux desktops and laptops as detailed in the iSolutions website.

There will be additional costs, either an Uplift Cost over and above that of the standard offering, if this is a user’s only system, or at Full Cost if this is an additional system. See the iSolutions website for current Uplift and Full Cost information.

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\(^1\) For the purposes of this document, the term “device” is used to mean, laptops and desktop computers.

\(^2\) [http://www.southampton.ac.uk/finance/central/Finregs%20February%202014%20final.doc](http://www.southampton.ac.uk/finance/central/Finregs%20February%202014%20final.doc)

\(^3\) [http://www.southampton.ac.uk/finance/Procurement_P2P_AP/procurement/policies.html](http://www.southampton.ac.uk/finance/Procurement_P2P_AP/procurement/policies.html)

\(^4\) Including MRes students.
University Hardware Provision Policy June 2014

Please see the Standard devices section for additional information.

University (iSolutions) supplied BESPOKE® devices

Bespoke devices should be requested using the online web form on the iSolutions website at http://www.southampton.ac.uk/isolutions/services/bespoke_requirements/index.php. The request should be accompanied by supporting information including a charge code. Requests for non-standard hardware will require Faculty financial and hardware authoriser approval including, where relevant, approvals related to any contractual commitments.

- iSolutions can assist users with Bespoke hardware specification and procurement compliance
- All devices provided must be purchased in compliance with University financial regulations and procurement policy.
- iSolutions will support all provided devices (it should be noted however that the more bespoke the device the more difficult it will be for iSolutions to provide a full support package)

University (iSolutions) Desktop, Laptop and Tablet Charging Policy:

A summary can be found on the iSolutions website at: http://www.southampton.ac.uk/isolutions/services/purchasing_computers/index.php and links therein,

University (iSolutions) supplied Peripherals, Consumables and Printers

iSolutions stock and supply a range of peripherals. A selection of these items may be purchased through local Purchase to Pay (P2P) staff. However, there are restrictions on what can be purchased through P2P. Please see the iSolutions website for the current list of what can be obtained through iSolutions or purchased through P2P.

All new and replacement printers will be supplied through iSolutions as part of the managed print service agreement between the University and the approved supplier, Konica Minolta.

University (iSolutions) Desktop, Laptop and Tablet replacement and “end of life”

The University policy is to replace and/or upgrade its desktop, laptop and tablet devices on a regular cycle (currently six years but subject to continuous review) during which time:

- All devices supplied as standard or bespoke, and whether directly or indirectly funded, remain the property of the University
- All devices must be returned to iSolutions when the device holder leaves the University.
- All devices must be returned to iSolutions at the end of their useful life for disposal, as iSolutions has the responsibility, on behalf of the University, to recycle or dispose of the equipment, as appropriate, and in accordance with statutory regulations and to recover licences for redeployment where appropriate and to securely destroy any data remaining on the returned device.
- Replacements, consequential on end-of-life of the equipment, will be to the Standard provision that applies at that time.

University (iSolutions) supplied devices: Faulty Devices

- Faulty devices will be repaired, replaced or viewed as end-of-life at the discretion of iSolutions.
- iSolutions will reimburse (subject to the university financial regulations) the cost of repairs to a faulty device if the device holder is unable to return the device to iSolutions in a reasonable manner (i.e. the device holder is abroad at a conference or meeting)
- If repair of a faulty device is not possible, iSolutions will, if appropriate, courier a replacement device to the device holder.

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5 A non-standard device with non-standard hardware/software configuration
6 As decided by University Systems Strategy and Programme Board (USSPB).
7 http://www.southampton.ac.uk/estates/services/wasterecycling/waste_atoz.html#electronic
University (iSolutions) supplied devices: Accidental Damage to Devices

- It is assumed that members of the University in receipt of devices will treat them with due care.
- Accidental damage or theft of primary standard devices will be reported to Serviceline and repaired or replaced at the discretion of and cost to iSolutions.
- Accidental damage or theft of bespoke devices will be reported to Serviceline and repaired or replaced at the discretion of iSolutions. Costs will be borne by the Faculty/PSG.
- The costs associated with repair or replacement of accidental damage to additional devices will be borne by the Faculty/PSG.

University (iSolutions) supplied second user (or redeployed equipment) and loan devices

iSolutions has access to a limited supply of second user devices through user returns. In addition, access to loan devices may also be possible. Please see the iSolutions website for more details. Please note the following:

- Support for original iSolutions supplied devices that is now second user, continues in line with the standard refresh and warranty cycle of iSolutions supplied devices.
- All supplied second user devices must be returned to iSolutions for disposal.
- Additional second user monitors supplied to users will only be replaced with another second user unit, if available. Any other replacement option would have to be fully funded by the Faculty or PSG.
- Devices will only be loaned against a University charge code.

Ownership of supplied equipment.

For the avoidance of doubt, iSolutions on behalf of the University of Southampton provides devices to staff and PGR students (including MRes students) on the understanding that regardless of the source of funding, the equipment remains the property of the University of Southampton and must be returned to iSolutions when the device holder leaves the University. Any changes to the ownership of any University property must be agreed with Finance.
Appendix 1 – iSolutions Web Links

University (iSolutions) supplied STANDARD and Higher Specification hardware
http://www.southampton.ac.uk/isolutions/services/purchasing_computers/index.php

University (iSolutions) supplied BESPOKE hardware
http://www.southampton.ac.uk/isolutions/services/bespoke_requirements/index.php

University (iSolutions) supplied Peripherals, Consumables and Printers
http://www.southampton.ac.uk/isolutions/services/peripherals_and_approved_suppliers/index.php

University (iSolutions) Desktop and Laptop Replacement and Equipment End of Life
http://www.southampton.ac.uk/isolutions/services/recycling_it_equipment/index.php

University (iSolutions) supplied Second Hand and Loan Equipment
http://www.southampton.ac.uk/isolutions/services/recycling_it_equipment/index.php

Appendix 2 – Associated University Policies

Data Protection Policy
Research Data Management Policy
Regulations for the use of Computers and Voice and Data Communications Networks
Regulations for the use of iSolutions Resources
Financial Regulations
Procurement Policy
The Waste Electrical and Electronic Equipment Regulations 2013