

University of New England

Standard Operating Environment (SOE) Policy

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Responsibility for review:	Director ITD
Related policies or other documents:	

Preamble:

1. Guidelines:

- 1.1. This policy will be implemented under the direction of the Director ITD
- 1.2. The policy has been drafted in consultation with and will be made publicly available and communicated to the University community.
- 1.3. This policy is to be read in conjunction with the related policies and documents listed above, any other relevant University policy documents and relevant State and Federal legislation.
- 1.4. Changes to this policy must be made in accordance with UNE's Planning guidelines
- 1.5. This policy will be reviewed regularly as changes in desktop computing occur.

2. Objectives:

The aim of this policy is to achieve a level of standardisation for desktop computing at the University in order for faculties, schools and directorates to benefit from participation in bulk purchasing arrangements, to improve support, to reduce administrative costs, to improve compatibility with UNE's systems, to improve business continuity and to improve deployment and support response times.

The policy covers both software and hardware on desktop computers and mobile devices and outlines principles for preferred suppliers of hardware and software, procurement and support processes as well as standard software loads.

Policy:

3. Scope:

- 3.1. This policy applies to desktop and mobile devices purchased or leased by or on behalf of the University of New England.

4. Policy:

4.1. Hardware

4.1.1. Preferred Supplier

UNE enters preferred supplier arrangements with one or more vendors for the procurement of desktop computers and mobile devices. These arrangements will be reviewed periodically in consultation with interested parties in the UNE community and will be based on price, suitability, reliability and service levels.

UNE has negotiated standard hardware packages with suppliers to achieve greater standardisation and to benefit from cheaper prices through bulk purchasing and, unless exceptions are approved (4.1.8), purchases for desktop computer and mobile device can only be made from these approved suppliers and only from the range of standard packages.

4.1.2. Standard Hardware

Specifications and costs for standard hardware packages together with optional extras will be published on the IT Computer Purchases Website. The following packages will be available:

- Standard Desktop (for general use)
- High-End Desktop (for high-end / intensive use)
- Standard Laptop (for general use)
- High-End Laptop (for high-end / intensive use)
- Traveller Laptop (smaller and lighter)
- Tablet Computer

Unless exceptions are approved (4.1.8), purchases can only be made from these approved packages.

The choices for mobile devices and mobile phones will also be assessed regularly and will be limited to certain pre-approved devices and packages/plans.

4.1.3. Review period

Preferred suppliers will be reviewed regularly in consultation with the UNE community. Standard Hardware packages will be reviewed at least every three months by a panel made up of ITD staff and representatives of faculties and administrative areas. The current available standard packages will be published on the IT Procurement Website.

4.1.4. Procurement Process

The standard procurement processes apply and will be published on the ITD Computer Purchases Website.

4.1.5. Asset Management / Registration

Every computer purchased or leased by or on behalf of the university will undergo a registration process before it is delivered to the faculty, school or directorate that placed the order. This process includes, amongst others, asset registration, asset marking (with stickers / barcodes) and registration on the UNE network and the UNE Domain. A charge for this service will be included in the buy price of the computer.

If, in addition, services such as on-site or personalised setup of the computer, data transfer or additional software installations (see 4.2.1) are required, they need to be arranged by the purchasing department following their usual procedure for IT Desktop Support.

4.1.6. Replacement Cycle

All faculties, schools or directorates should aim to replace their hardware assets every three years (the standard warranty period for computers purchased at UNE). Any computer kept in use after those three years should be moved to a non-essential function and budgetary allowances should be made for paid repairs.

4.1.7. Repairs and Support

All computers must be purchased with a minimum 3 year warranty (on-site / 24 hour response time). Any repairs covered under warranty will be free of charge for the repair of faults covered under the manufacturer's warranty. Charges may apply for additional services such as data restore or backup, personalised setups or installation of non-standard software (depending on the arrangements for IT Desktop support in each area)

4.1.8. Non-standard hardware

UNE recognises that it is not always possible to strictly adhere to the preferred suppliers and/or standard hardware choice and that there will be situations where purchases outside of this policy are necessary. All purchases outside of this policy must be approved by the Director of ITD or nominee prior to placing an order. Assistance available through the IT Service Desk for non-standard hardware will be limited. Compatibility between non-standard hardware and UNE's corporate systems will not be guaranteed.

4.2. Software

4.2.1. Standard software load

Every standard computer purchased or leased by or on behalf of UNE (PC or Macintosh) will have a standard software load installed prior to delivery to the faculty, school or directorate. These standard software setups include all commonly used applications; they will be published on the ITD website and will be regularly reviewed and updated. Non-standard hardware will be delivered with the operating system only.

A list of approved additional software will also be published on the ITD website. Charges for additional on-site setup (depending on the arrangements for IT Desktop support in each area) as well as license costs for some software apply.

Note: Not all applications are fully supported by the IT Service Desk.

4.2.2. Approval / review process

The standard software loads will be reviewed and approved regularly (at least every 3 months) by a panel of IT staff and representatives from faculties and directorates.

Suggestions for additions to the standard software load or the list of approved additional software should be addressed in writing to the Client Support Manager (c/o Service Desk) for review by the panel.

4.2.3. Non-standard software

UNE recognises that it is not always possible to strictly adhere to the approved software load that there will be situations where installation of software that falls outside of this policy is necessary. All software purchases outside of this policy are at the risk of the purchaser and ITD does not guarantee integration with existing systems or any form of support unless negotiated with and approved by the Director of ITD or nominee prior to placing an order.

Installation charges may apply (depending on the arrangements for IT Desktop support in each area)

4.3 Desktop Support (On-site)

4.3.1. Core Services

The University has entered a contract with a number of suppliers for the provision of on-site desktop support for core support services (see Appendix A). A list of approved suppliers and relevant procedures will be made available on ITD's website.

4.3.2. Approved Suppliers

For any of the services agreed in the contract, one of the approved suppliers must be used. You may not employ suppliers other than those approved by the University for on-site desktop support for the core support services outlined in Appendix A. For non-core services, standard purchasing / contracting procedures and approval processes apply.

Approved: _____

Date: _____

Title: _____

Appendix A: Core Services for on-site support

- **Installation / Setup of new computers**

Wintel computers purchased through UNE's preferred supplier arrangements are delivered to the users' desks with a pre-installed UNE image which includes the operating system and the standard suite of software. Apple Macs are currently purchased without such an image. Setup tasks for new computers may include registration of the computer on the UNE network, the transfer of data from other computers, installation and setup of additional software and personalisation of the preinstalled image for individual users (such as setting up email profiles) and asset registration in accordance with UNE asset management processes.

- **Troubleshooting of hardware issues**

This may include the repair of desktop or portable computers (either carried out by or organised by the contractor) for equipment out of warranty and a liaison role for warranty repairs.

- **Purchase advice, installation and setup of peripherals**

Advice on the selection of peripherals in accordance with UNE's purchasing processes and install / setup the peripherals. Peripherals included in the tender are printers, scanners, multifunction devices and external harddrives

- **Troubleshooting of software Issues with [supported applications](#)**

For non-core applications "best effort" support should be provided.

- **Updating of computers (software as well as hardware updates)**

In accordance with ITD's standard operating environment, update core software installed on computers as required (operating systems, applications, virus protection etc). Also, update hardware where required (eg memory upgrades).