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|  | **College of Engineering, Mathematics and**  **Physical Sciences** |

**College IT Policy (Streatham & Penryn)**

**College Executive Group**

**Thursday 12th March 2020**

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| Author(s): James Bingham  Sponsor on CEG: Cathy Durston |

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| **Statement of intent/what is CEG being asked:**   |  | | --- | | Author(s): James Bingham  Sponsor on CEG: Cathy Durston | |
| CEG are being asked to approve a College IT Policy which provides advice on computer equipment, software and accessories available to new and existing College staff of IT (Exeter and Penryn Campus). It outlines what equipment College staff are entitled to and the process for obtaining this equipment and associated resources. |
| **Brief summary of key information/context (include link to background information):** |
| Currently there is no IT policy within the College which has caused confusion on what College Staff (new and existing) are entitled to when it comes to IT equipment, the budget associated with this and the process for accessing the services provided by Exeter IT.  This is the first time that an IT policy has been produced by the IT Business Partner to be approved by CEG  The DCO, Doctoral College, Research BP and the Infrastructure and Projects Officer have been consulted. |
| **Main discussion points/concerns/amendments, etc.** |
| The main discussions points are as follows;   * The College will provide £1500 for IT equipment to include Laptop, docking station Monitor, Keyboard and mouse. If this is not enough then funds need to be found from an alternative budget * New staff will be provided with one computer that is supported by Exeter IT, once the starter’s appointment has been confirmed. For open ended or long term contracts, the equipment provisioned will aim to be new, for shorter term contracts used or nearly new equipment may be issued. Staff on a contract lower than 0.5 FTE may be given access to hot-desking facilities. The line manager will work with Exeter IT to agree on the new starter’s needs. Exeter IT may contact the new starter where the device’s configuration is more complex. This ensures that the equipment provided is fit-for-purpose for the intended user and is a supported device, to give the best user experience during its lifespan. |
| **Recommendations (including justifications for recommendations):** |
| CEG are being asked to;   * Approve the IT Policy being presented * The policy will be reviewed yearly with CEG being asked to approve any amendments |
| **Next Steps/timeline (including proposed communications):** |
| Policy is communicated to all College Staff at Streatham and Penryn  Policy is implemented straight away. |

College of Engineering, Mathematics and Physical Sciences IT Policy 2019-20

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# Summary section

# Introduction

This policy is effective from its approval and publication date and will be reviewed annually in May-June prior to the financial year end. Details may be superseded by University policy as implemented.

Staff and students are reminded that when contacting Exeter IT an IT helpdesk call must be logged. This enables both the user and the IT team to track and monitor the progress of your issue or query to its resolution

# Primary work computer equipment provision

* Equipment is provided to College Staff based on their needs to undertake their role
* All IT equipment must be purchased via the Exeter IT Team (unless otherwise agreed by the college IT Business Partner)
* Only one device is issued to an individual (this should be a laptop unless the customers’ needs dictate a desktop is required) along with suitable peripherals such as monitor, keyboard, mouse and or docking station
* Requirements for anything other than this standard should be discussed with the IT Business Partner in the first instance.
* All equipment must be returned when the individual leaves the University or their role (unless undertaking another role within the College)

**Specialist or Research Machines**

* These should, where possible, be funded from an external research grant and would be costed into the application.
* The Research IT Team can assist with costs and specification.
* Unless specifically stated by the funder all equipment purchased will be considered property of the University of Exeter.
* In the event that the funder does not cover equipment costs, the IT Business Partner must be informed before the application is made so that provision can be considered and approved.

# Peripherals, Phones and PC Accessories

* Mobile Phones will only be considered on a exceptional case by case basis for College Executive Group (CEG) members and specialist roles (by application to PVC/DCO)
* Individual printers and ink for printers are no longer supplied by Exeter IT
* Secondary monitors can be provided if a user’s role requires it (subject to availability)
* Requests for specialist mice, keyboards or other specialist equipment should be made following consultation with Occupational Health

# Loan Equipment

* Short term loan equipment is available (subject to availability) please contact the IT helpdesk

# IT Support

IT support is provided by Exeter IT and FXPlus (for Penryn based staff)

Support for university-owned equipment at Exeter campuses is provided via the IT helpdesk.

* By self-service: [www.exeter.ac.uk/ithelpdesk](http://www.exeter.ac.uk/ithelpdesk)
* By phone if an issue is stopping a customer from working: 0300 555 0444 or +441392 724724 between 0800-1800 Monday to Friday during term time
* For more details see: <http://as.exeter.ac.uk/it/helpdesk/>

Support for university-owned equipment at Penryn campus is provided by FXPlus.

* By self-service: <http://www.fxplus.ac.uk/study/it-service-desk>
* By email: [servicedesk@fxplus.ac.uk](mailto:servicedesk@fxplus.ac.uk)
* By phone: 01326 213 822 between 0845-1715 Monday to Friday

# Working from Home

• Equipment may be provided to support home working (softphone or Video conferencing equipment. The IT Business Partner must be contacted to discuss the requirements.

For more information please refer to homeworking policy found here - <http://www.exeter.ac.uk/staff/employment/leave/flexibleworking/staff/ps/homeworking/itguidance/#tab3>

# Requests for other electronic devices

* Some electronic devices required for teaching activities are available for loan from Exeter IT (please contact the IT Helpdesk)
* Other devices may be purchased by the Exeter IT Team subject to need and available budget

# Software

* Software should be purchased through Exeter IT (via the Software office or the IT Business Partner)

# Finance and Resources

* The College will provide £1500 for IT equipment to include Laptop, docking station Monitor, Keyboard and mouse. If this is not enough then funds needs need to be found from an alternative budget
* The IT budget covers the cost of a replacement primary device (normally a laptop) subject to budget considerations
* IT Equipment cannot be sold to individuals

# Document Management

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| Document author: | James Bingham |
| Approved by: |  |
| Approved date: |  |
| Date of next review | 01/07/2020 |

For further guidance on the policy please see the guidance notes in this document which includes detailed guidance

# 1 Introduction

This policy document provides advice on computer equipment, software and accessories available to new and existing customers of IT within the College. It outlines what equipment customers are entitled to and the process for obtaining this equipment and associated resources.

The content of this document is applicable to College Staff

The guideline is effective from its approval and publication date and will be reviewed annually in May-June prior to the financial year end and elements may be superseded by University policy as implemented.

# 2 Primary work computer equipment provision

## 2.1 All categories of user

Where appropriate and when available, existing equipment will be issued. The principle of best fit to the user’s needs applies.

The list of currently supported Windows items is available on the University web-pages under “[Equipment Purchasing](http://as.exeter.ac.uk/it/equipmentandsoftware/purchasing/computers/)”. Hewlett Packard (HP) and Apple are manufacturers of standard devices issued. An HP Windows device is the default offering but where an Apple device provides a better fit to the user’s work needs. The College will provide £1500 for IT equipment to include Laptop, docking station Monitor, Keyboard and mouse. If this is not enough then funds need to be found from an alternative budget.

Windows and Apple devices will normally be replaced after five years, and either is only replaced beforehand if it is malfunctioning or is no longer deemed fit-for-purpose.

Standard specifications of hardware are chosen for data security, availability of support, value and software compatibility. Customers of non-Windows operating systems are responsible for data security, back-up and storage. Support for these items is provided by Exeter IT but on an ad-hoc basis or working with the warranty agreements of the manufacturer (e.g. AppleCare support).

All IT equipment must be configured and deployed by Exeter IT. Customers selecting any non-standard device must have the University-approved anti-virus software installed, ensure drives are encrypted, backed up regularly and be aware that wireless connectivity on and off campus (via VPN) may be more difficult/prohibited by such a device for security reasons.

Some portable devices, such as laptops, should be physically attached and locked to an immovable object. This is essential for those working in open-plan or easily accessible offices. Exeter IT will provide these locks for customers that need them.

## 2.2 New Full-time and Part-time, Teaching Academic and Research Staff

New staff will be provided with one computer that is supported by Exeter IT, once the starter’s appointment has been confirmed. For open ended or long term contracts, the equipment provisioned will aim to be new, for shorter term contracts used or nearly new equipment may be issued. Staff on a contract lower than 0.5 FTE may be given access to hot-desking facilities. The line manager will work with Exeter IT to agree on the new starter’s needs. Exeter IT may contact the new starter where the device’s configuration is more complex. This ensures that the equipment provided is fit-for-purpose for the intended user and is a supported device, to give the best user experience during its lifespan.

***Specialist or Research Machines***

The financing of specialist and research computers should come from an external research grant and therefore when making applications it is important to seek advice from Exeter IT as to what computer equipment will be needed and it’s cost to purchase. A solution supported by Exeter IT can be found for most “high-power” or “specialist” devices that extend beyond ordinary specifications. Machines and peripherals which exceed the value of £2,000 often need guaranteed support and therefore advice should be sought from Exeter IT prior to purchase.

If the College is funding the research and agrees to pay for the computer equipment, authorisation from the Associate Dean for Research (ADR) or the Associate Dean for Education (ADE) is mandatory for research machines and exact specifications supported by a justification (light business case) is required for the correct machine to be delivered in conjunction with Exeter IT.

Independent solutions for research are not recommended, but can be purchased if the ADR or ADE is willing to approve proposals. Independent solutions are likely to require the user to be almost exclusively responsible for the device. Some ad-hoc support for these items may be provided by Exeter IT or as part of warranty agreement with the manufacturer (e.g. AppleCare support). The need for a specialist research machine may not be required if data storage/processing power can be made available by utilising existing infrastructure.

## 2.3 Professional Services

## 2.31 Staff with a Professional Home

Your professional home is usually responsible for your IT equipment needs and will provide you with the equipment you need. Support for your device will be provided by Exeter IT. If your professional services home requires any advice on purchasing they should contact Exeter IT for advice.

## 2.32 College Specific Staff

Where existing equipment is available (e.g. as used by a predecessor in post) new staff will inherit that equipment unless it is no longer fit-for-purpose. If no such equipment is available new staff will be offered a new desktop PC or laptop from the list of supported hardware.

## 2.4 Fixed-term or Short-Term Staff

Short-term employed staff can borrow equipment if necessary, from Exeter IT. Staff on a contract lower than 0.5 FTE may be given access to hot-desking facilities only. See Sections 4 and 5 for more details.

## 2.5 Conferences and Events

For in-house conferences and large events, where computer equipment is required, a request should be made to Exeter IT via the IT helpdesk (See Section 5).

## 2.6 Visiting Staff

Staff may request, in advance, basic computing equipment for visitors to the College (subject to availability). See Sections 4 and 5 for more details. If loan equipment is not available, the University has a number of open access PCs for use.

Visitors to the College may use their own devices within the University to access Guest Wi-Fi. Longer-term visitors, such as honorary staff may be entitled to become a University Associate which will entitle them to an IT account.

## 2.7 PGRs

**New PGRs** will be provided primarily with a Laptop, if a desktop PC is required this must be agreed with the Doctoral College and Exeter IT. The equipment is deployed and supported by Exeter IT. Equipment should be considered for replacement every five years. Ownership of any software purchased (see Section 8) remains with the University.

In exceptional circumstances, where a PGR has formally notified the College that he/she will be undertaking their course remotely or there is a medical reason, an alternative arrangement may be made such as providing a laptop. For medical cases, advice should be sought via the PGR Office and from Occupational Health.

**Existing PGRs** will retain their current hardware until it is five years old when the equipment should be replaced with a LaptopC. When the PGR student reaches the end of their term of study the hardware will be handed back to the College with all software and media.

All standard laptops come with a docking station and monitor stand. Dual-monitor displays will include a docking station but no stand, as it is not required. Docking station solutions allow customers to hot desk and to use their laptops off-campus. Docking is necessary (for connecting to the network via a cable) at regular intervals for the laptop to remain compliant with University systems and security policy.

**Students on interruption status and students on continuation status** will, where possible, be allowed to retain their desk and IT equipment (subject to availability of equipment and space).

## Part time students will be able to use hot desks provided.

# 3 Peripherals and PC Accessories

## 3.1 Phones, smartphones or data plans

Who is Eligible?

* CEG members (College Executive Group)
* Specialist roles (by application to PVC/DCO)

Phones, smartphones, and phone data plans for other devices (e.g. iPad) can only be purchased from the telephones budget. Staff issued with a University phone must return the phone when changing role (unless their new role is eligible for a phone and is within the college)

Where a new phone is needed customers are able to choose a device from the list of approved University devices. These are available on the University web pages (see link below). All phones are contract phones purchased via the IT helpdesk. Bills are to be submitted to [invoices@exeter.ac.uk](mailto:invoices@exeter.ac.uk) for payment.

All phones and iPads on the approved list are supported by Exeter IT. For further information on processes and available equipment, please see the University web pages (<http://as.exeter.ac.uk/it/equipmentandsoftware/purchasing/mobilecomputingandsmartphones/>).

No upgrade of devices will be permitted, except due to damage, theft or on reaching its five-year term. All phones must have pin/password protection enabled and should be encrypted.

The College/University reserves the right to charge individuals for repair of damage to phones if it deems the user has been negligent or wilfully damaged the device. In cases of theft it also reserves the right to charge individuals where they have been negligent.

The College/University will provide a protective case for devices purchased which must be kept on the devices.

## 3.2 Screens/Monitors

As standard, the College will provide a height-adjustable 23” monitor. Equipment will be provided by the Exeter IT team.

**Staff and PGR**: If a customer makes frequent use of spreadsheet comparison and/or other programs requiring multi-tasking between documents, requests for dual monitors will be considered.

**Staff** requesting specialist monitors or IT equipment for health conditions must consult with the University Occupational Health Department for the best recommendation.

**PGRs** requesting specialist monitors or IT equipment for health conditions must consult with the Doctoral College who will make a referral to the University Occupational Health Department on behalf of the student.

## 3.3 Docking stations and monitor stands

All standard laptops come with a docking station, where required a monitor stand can also be issued. Where applicable, equivalents may be purchased for non-standard laptops. Dual-monitor displays will include a docking station but no stand, as it is not required. Docking station solutions allow customers to hot desk and to use their laptops off-campus. Docking is necessary (for connecting to the network via a cable) at regular intervals to receive upgrades and before U-drive synchronisations.

## 3.4 Mice and keyboards

All customers with Windows equipment will be issued with a standard mouse and keyboard. Apple customers will be issued with a mouse and keyboard suitable to that hardware.

**Staff** requests for ergonomic mice, keyboards, wrist rests etc., will be considered, although more complex requests may need to be included as part of a formal desktop assessment from Occupational Health.

**PGR** requests will be considered as a result of a DSE assessment undertaken by the student. Assessments will be passed to the Doctoral College who will then refer them to the Occupational Health.

## 3.5 Printers and Printing

All customers are within reasonable working distance of a network printer. These are likely to be Multi-Functional Devices (MFDs) (copier, printer and scanner). Local (unshared) printers are not supported by the University are ecologically unsound and uneconomic. If, however, you believe that you may be adversely affected by this policy, you should seek advice from Occupational Health as you may be eligible for a personal office printer.

The College will not purchase local printers for office or home use and PDA accounts (D Accounts) cannot be used to purchase these devices or ink/toner for these devices. If you are unhappy with the performance/availability of the network printers, please report issues to Exeter IT.

Every effort should be made by all customers to keep printing to a minimum, e.g. customers should not (where possible) print their own emails for reference, or unnecessary handouts for meetings. All printers should use 100% recycled paper whenever possible. Where printing is necessary monochrome printing should be used and colour printing kept to a minimum. The College actively pursues a reduction in the use of printed materials and strives to achieve paperless offices and good working practices. This helps the College to sustain and improve the record in the Green Impact awards and more importantly to make the College economically and ecologically more efficient.

## 3.6 External Hard Drives

In some cases, where there are specific requirements, external hard drives may be purchased with authorisation from the IT Business Partner.

Adequate storage for most customers is available on the U-drive (20 GB) and OneDrive (5TB). Customers should also consider, whenever possible, reducing the number of files they are storing on the College N-drive.

All external hard drives must be encrypted and those purchased through Exeter IT will be as part of the standard purchase and deployment process.

## 3.7 Other Non-Electrical devices

Concerns with non-electrical furnishings associated with computers and may require replacement/adjustment, such as desks and chairs should be referred to Campus Services via the online portal <http://www.exeter.ac.uk/campushelp/>.

# 4 Loan Equipment

## 4.1 Short Term

Exeter IT holds a small stock of loan equipment for use by IT customers who temporarily need to use equipment that either they don’t usually have access to or as an alternative to equipment that they do usually have access to for a short period for reasons such as repair etc.

The loan period would typically be a 2-3 days to a fortnight, but would be less than four weeks.

The availability of equipment is not guaranteed and depends on stock levels. The loan item will contain standard software, and specific software may be installed if enough notice to install it is given and licencing terms allow it. Customers will be issued the device in a laptop carry case, with a mouse, network cable and power adaptor. It will be the user’s responsibility to return all items, on or before the agreed loan end-date.

If an item is damaged, stolen or becomes inoperable, a contribution to the cost of replacement may be sought from the user’s budget. For PGRs, the liability will be decided by the Doctoral College.

Request for such equipment should be made to the Exeter IT Team via the IT helpdesk (See Section 5).

# 5 IT Support

**IT support is provided by Exeter IT and FXPlus (for Penryn based staff)**

**Support for university-owned equipment at Exeter campuses is provided via the IT helpdesk.**

* By self-service: [www.exeter.ac.uk/ithelpdesk](http://www.exeter.ac.uk/ithelpdesk)
* By phone if an issue is stopping a customer from working: 0300 555 0444 or +441392 724724 between 0800-1800 Monday to Friday during term time
* For more details see: <http://as.exeter.ac.uk/it/helpdesk/>

**Support for university-owned equipment at Penryn campus is provided by FXPlus.**

* By self-service: <http://www.fxplus.ac.uk/study/it-service-desk>
* By email: [servicedesk@fxplus.ac.uk](mailto:servicedesk@fxplus.ac.uk)
* By phone: 01326 213 822 between 0845-1715 Monday to Friday

# 6 Working from Home

* Equipment may be provided to support home working (softphone or Video conferencing equipment. The IT Business Partner must be contacted to discuss the requirements.

For more information please refer to homeworking policy found here - <http://www.exeter.ac.uk/staff/employment/leave/flexibleworking/staff/ps/homeworking/itguidance/#tab3>

# 7 Requests for other electronic devices

Requests for other electronic devices within the following categories will be considered as part of the main equipment budget:

* Wireless Pointers for customers involved in teaching or presenting
* USB memory sticks
* Replacement/Repair components for any standard equipment. This can be undertaken at the request of Exeter IT following diagnosis of hardware faults.

In addition for staff:

* Devices to be bought as part of College project proposals (College facilities, display screens, student support tools, Departmental accessories such as voice recorders, MFDs)  
  Other proposals approved by Exeter IT Business Partner for individual equipment can be purchased via the relevant budget (except PDA Accounts).
* Low cost accessories that are standard, and improve the efficiency of College staff, and have a number of customers  
  E.g. digital voice recorders, external webcams, meeting note-taking tools.

# 8 Software and Databases

## 8.1 Software Asset Management (SAM)

Details of software purchases are retained by the Exeter IT Software Office. Asset management software will be used to calculate completeness of these records. Use of in-house software is also recorded. Laptops that are returned can have their software licences transferred to other devices when appropriate. Where possible, site-licences are purchased to reduce overall costs.

## 8.2 Requests for Software

A list of standard software and software with site licences can be found at:

<https://as.exeter.ac.uk/it/software/>

**Staff** may request software for several reasons:

* It is a standard
* It is needed to broaden research
* It is likely to improve the efficiency of everyday work
* It is an upgrade to an existing licence
* It is needed for teaching purposes

The Exeter IT Team must be contacted to ensure the College does not already have access to the software (or a close alternative) being requested. All software requests costing more than £100 must be approved by the IT Business Partner, ADR or ADE. Acquisition and installation of software that is not purchased via the Exeter IT Software Office team is not recommended. All customers have the ability to download and install free software from trusted sites (e.g. unzipping tools). Installation of illegal downloads is not permitted and may incur severe penalties to both the user and the University.

**PGRs** may request software if:

* It has been approved by their supervisor
* It is a standard software
* A site licence exists for the software

All such requests should be discussed with the supervisor/tutor and then a request submitted to the Doctoral College for consideration. The Doctoral College will then discuss the request with Exeter IT. Acceptance of a request will depend on usage and validity for research.

# 9 Finance and Resources

## 9.1 Budgets and PDA money

The College’s IT budget allocates a device, every five years, to meet the business needs of the user.

Secondary devices can be purchased from research grants or other external sources of funding if the terms and conditions of funding allow it. Secondary devices are not normally permitted, but in exceptional cases can be at the college’s discretion. Requests should be made to the IT Business partner.

Replacement of primary work computer equipment is due after five years of use or if the device is deemed no longer fit for purpose (for example due to no longer meeting the specification required for running software or the operating system is no longer supported and cannot be upgraded). Only the main device is replaced, unless the peripheral equipment is malfunctioning or deemed not fit-for-purpose. The replacement may not be like-for-like. The principle for replacement is the same as it is for first issue – the most suitable device, to meet the user’s business needs, will be allocated.

If the replacement is needed because of damage, theft or being inoperable, a contribution to the cost of replacement may be sought from the user. For PGRs, the liability will be decided by the Doctoral College. A standard computer replacement will be provided for the user if the existing device cannot be recovered or repaired. Whilst a machine is unusable, loan laptops may be available in the interim from Exeter IT prior to the arrival of a replacement (see Sections 4 and 5).

## 9.2 Grant/Project funds

If a grant or project has set aside an “equipment” budget, used to purchase technology, this should be used, in preference to the College’s IT budget, to procure additional computing items for the purposes of the project.

## 9.3 Inventory

All College-bought devices must be entered on the Exeter IT inventory, regardless of type or intentions for use. Small value IT peripherals are exempt, e.g. USB sticks and stationery items. These are recorded at the time of purchase only or as components of a larger purchase. No University PC devices can be resold to individuals, other than to University approved projects and companies offering safe disposal. Equipment can and should be redistributed elsewhere in the University if it has no further value or usage in the College. This is done by formal transfer agreement and the new college taking on the equipment will accept responsibility for its disposal. The College will be reimbursed for a percentage of the original cost of the item(s) as negotiated by the Exeter IT Business Partner where equipment still holds a value.

## 9.4 Insurance

The University only covers items over the voluntary excess of £1000. Claims can be filed with Finance Services in cases of damage or theft of such devices. As many devices fall below this threshold, it is important that customers use appropriate security such as Kensington locks in open-plan offices and treat equipment with care at all times. Replacement devices will be provided by the College, unless the original device can be repaired or covered by Exeter IT under existing support agreements. If replacement equipment is needed, it may not be identical to the lost or stolen equipment. Apple devices may be purchased with additional guarantees against damage, but standard purchases are covered by warranty regulations only.

## 9.5 Incoming Transfers

**Staff**: Incoming staff from outside the University of Exeter must follow the new starter induction process, of which equipment provision is a component. Staff must follow the guidelines addressed in Section 2, and software as outlined in Section 8.

Equipment may not be exchanged between staff members or supplied/shared informally without notifying Exeter IT. This is for security and to maintain an accurate inventory.

## 9.6 Outgoing Transfers and Leavers

**Staff**: Staff leaving the College but continuing in University employment should return equipment, unless the College arranges a transfer. Associated software licences specific to the College will be retained by the College, for re-use; University-wide licenced software will be transferred with the hardware.

**Staff** leaving the University are expected to return all equipment, including equipment that may no longer be deemed useful. The College is expected to dispose of such equipment correctly in accordance with WEEE directives, GDPR and software licencing terms. Equipment cannot be inherited or resold to individuals, even if it no longer has value, but can be redistributed between University colleges.

**Staff** due to leave or who have officially left the University may retain their device if they are still considered to be completing work on behalf of the University. Once this continued support comes to an end all equipment must be returned.

**PGRs**: Students leaving the College must return all equipment to the College including associated software licences by their leave/completion date. This can be arranged by contacting the IT helpdesk (see Section 5).

# 10 Document Management

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| --- | --- |
| Document author: | James Bingham |
| Approved by: |  |
| Approved date: |  |
| Date of next review | 01/07/2020 |