End User Computing Device Guidelines

February 2024

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Overview

The University of Adelaide provides staff with access to IT equipment and resources necessary for the undertaking of their work and study. These guidelines determine how the University of Adelaide handles allocation, distribution, and return of **end user computing devices.**

Scope

These guidelines focus on the handling of **end user computing devices** when a staff member joins the University, transfers to another area within the University, or when a staff member leaves the University. These guidelines also apply to the equipment of Higher Degree by Research (HDR) students, or anyone employed at the University.

These guidelines are applicable to the following types of devices:

- Tablets
- Mobile Phones
- Computers (Laptops & Desktops)
- Peripherals (External Hard Drives, Keyboards, Mice, Headsets)
- Monitors
- Printers (Locally connected and Enterprise devices)

These guidelines apply to devices that are purchased with university funds, including consulting funds. These guidelines do not apply to devices that are **research funded where a specific condition applies to IT asset usage,** or to staff that bring their own devices **(BYODs).**

Principles

- Align with the environmental and economical sustainability objectives of the University.
- Align with the commitment of the University to provide and maintain secure, effective, and reliable IT infrastructure in alignment with the IT Acceptable Use and Security Policy.
- Endeavor to re-use **end user computing devices** where possible.
- Endeavour to use the University catalogue options or services do not meet our needs, we opt for pre-built computers through reputable suppliers.
- Endeavour for all enterprise printer devices to be 'Follow You' which extends the basic functionality of secure printing by allowing a staff, student or visitor to release a print job to other compatible managed print devices in the organisation.
- Ensure where new devices are required, existing catalogue options or services through preferred suppliers are the first preference.
- Ensure University information, data and **end user computing devices** are securely maintained as per the Information Management policy.
- Ensure devices for personal use cannot be purchased with university funds, including consulting funds
    - If you wish to use consulting funds to purchase a device, the amount will be paid through the University's payroll system. Please refer to the Research Grants, Contracts and Consultancies Policy.

- Ensure all new applicable end user devices should include the following:
    - 4-year next business day onsite warranty to minimise disruption if the device fails. If the device is out of warranty ITDS would recommend replacing the device where suitable instead of repairing the asset.
    - Electrical testing and tagging to ensure HSW compliance.
    - Device deployment and Standard Operating Environment (SOE).
    - Asset management (asset record and tagging).
    - Fit for purpose (meets business needs in alignment with University values).

Procedure

Purchasing Devices

1. Where new devices are required, local area Procurement Procedures will be followed, and **end user computing devices** will be purchased by the local area.
2. Devices are to be selected from the standard catalogue where suitable to meet business requirements. If the catalogue devices do not meet your technical needs, the non-standard hardware request will facilitate a quote for alternative business-grade models or custom-built devices.
3. Devices connected to the University IT environment will follow the IT Acceptable and Usage Policy.

Joining the University

1. Where a new device is required for a new employee, local area Procurement Procedure will be followed and **end user computing devices** will be purchased by the local area.
2. **End user computing devices** may be transferred from an existing employee to a new or other current staff member. The local area must raise a device transfer request via the ITDS Service Desk.
3. A staff member may transfer their personal mobile number to the University plan via the ITDS Service Desk.

Physical relocation within the University Campus

1. Physical relocation of office spaces may also include **end user computing devices**. In this scenario, the relocation of **end user computing devices** will be arranged by the staff member or local area by submitting a Work Request with Infrastructure Services.
2. Where additional IT applications or access to IT systems are required, the staff member or local area will contact the ITDS Service Desk.
3. If changes to costs for IT services (mobiles, leased devices, equipment orders, etc.) is required to a new cost centre, the staff member or local area will contact Finance Support.
4. When staff transition or transfer to a new team or business area the Faculty or Division will need to decide if devices purchased by the unit are retained or transferred. If a device is leased by a faculty/division, the device must be retained in the faculty/division and cannot be transferred to another area.

Leaving the University

1. **End user computing devices** are not to be permanently removed from the University for personal use. Devices cannot be purchased and will remain as university property.
2. The local area or delegate must arrange **end user computing devices** to be returned to their line manager, prior to leaving the University. Once returned the line manager will assess whether the

device can be re-used within their local area, or they are to contact ITDS for a cascade of the device to allow re-use or alternatively have the device wiped to become a non-University asset.

3. Returned **end user computing devices** can be assessed by ITDS for suitability of re-use. If the device is not fit for re-use, it will be securely and sustainably e-wasted or kept by the local area that owns the device as a non-University asset following the IT Access and Security Procedures (e.g., returned to factory default).
4. Leased equipment will be dealt with on a case-by-case basis by contacting Finance Support.
5. A staff member may transfer their University mobile number to a personal mobile service via the ITDS Service Desk

For any questions or queries please contact the ITDS Service Desk.

RMO File Number	D2024/198716
Principles Custodian	Manager, IT Service Delivery
Responsible Officer	Chief Information Officer
Endorsed by	Chief Operating Officer
Related Procedures	IT Acceptable Use Procedures IT Security Procedures Ordering IT Equipment Mobile Phone Transfer of Ownership
Related Documents and Policies	IT Acceptable Use and Security Policy
Effective Date	20/02/2024
Review Date	09/2025

Glossary

BYOD (bring-your-own device) means computing devices including personal computers, smartphones, tablets, and storage devices owned and managed by an individual which are used to connect to the University network, and/or to store any University data.

Cascade is where a device is passed on to another staff member at the University or re-purposed for an alternative use**.**

End user computing devices includes laptops, desktops, monitors, tablets, peripherals, locally connected printers, and mobile phones that are owned, managed, hosted, and/or provided by the University (whether through ITDS or other organisational units within the University), or by a third-party provider on the University's behalf.

High-Performance Research PC equipment includes equipment that houses multiple graphic cards and multiple CPUs.

Research Fund Grants means the research block grants that provide funding for devices that support research.

ITDS means the Information Technology and Digital Services branch of the Division of University Operations

Transfers to another role within the University means a role change for an existing University staff member, and may include a promotion, a transfer to a different local area, secondment, or other internal transfer where the staff member remains employed by the University of Adelaide.

Staff member means a permanent, fixed term or casual employee of the University of Adelaide and includes Higher Degree by Research students.

User means any person who accesses University IT whether they are account holders or not.