INFORMATION TECHNOLOGY (IT) PROCUREMENT POLICY

Information Technology Procurement Policy

Purpose

The purpose of this policy is to provide a framework for the procurement of all IT hardware, software, and any externally hosted systems or software for the University.

Introduction

The University has agreed standards in place for desktop software, operating systems, computer networks and computer hardware and peripherals. This standardisation is essential as it allows the University's IT Department to provide a quality service. The main benefit areas are:

➢ ITS Support Staff are familiar with hardware and peripherals, thus speeding up fault finding;

➢ The ITS Department is able to stock standard spares in order to reduce down time;

➢ Network, software and hardware installations are planned and coordinated centrally by experienced network engineers;

➢ IT staff with relevant skills are recruited.

This policy outlines the procedures that must be in place to achieve these benefits and to ensure the purchase, delivery and installation of IT equipment is coordinated successfully. This policy has been developed in conjunction with the University's Purchasing Department.

Software and Hardware Purchasing Guidelines:

The ITS Department is the sole authority for placing orders for IT software and hardware on behalf of the University regardless of the source of funding. All IT related purchases will need to have full approval and authorisation prior to requisitioning. All IT related hardware and software will be specified by the ITS SMT. Hardware and software cannot be purchased without approval by ITS

All requests for purchasing of equipment or software, whether as individual items or as part of a larger project, must be sent to the ITS Service Desk who will process the request as per the ITS process.

• ITS will make a decision whether to approve, decline or amend the requirements for the purchase of the equipment;

• If equipment or software is declined or changed, ITS will provide a brief explanation to the requesting manager for the decision; IT Services will keep the customer informed of the decision and the outcomes if ordered.

• If the equipment is approved or changed then ITS will order the equipment directly with supplies; Where equipment is authorised and ordered, an installation window will be proposed, however this may change according to IT priorities;

The ITS Department has a standard set-up procedure for new hardware, software and systems. This procedure ensures the equipment is configured correctly and that all IT security measures are addressed. This includes the set up of passwords, anti-virus software and security marking the equipment and adding the UoS asset management database;

The ITS Department will not install software or hardware unless it has been involved in the specification of both. Hardware and software cannot be installed by non-ITS staff.

The ITS Department will ensure that all of the University's IM&T policies, procedures and SOPs are followed when setting up software and hardware.

Installation of replacement equipment will be given priority over new equipment in order to maintain continuity in the existing service.

External IT Services Purchasing Guidelines:

External IT Services include: Hosting of software, accessing third party software (except via the internet), maintenance / support services and any other third party supplied IT related service including consultancy.

All requests for External IT Services must be sent via the ITS Service Desk

- ITS is the sole authority for placing orders for External IT Services

- ITS will make a decision whether to approve, decline or amend the requirements for purchasing of these services.

- If external IT Services are declined or changed, ITS will provide a brief explanation to the requesting manager for the decision; IT Services will keep the customer informed of the decision and the outcomes if ordered.

Substantial IT Investment (>£100k)

Purchases involving substantial IT investment (>£100k) must be authorised by the IT Governance Group (ITGG).

- Applications for this size of project should follow the normal route via the ITS Service Desk who will pass the request initially to the ITS Programme Management Office (ITS PMO)

- ITS PMO **MUST** be consulted as part of the Business Case preparation as they will advise on the best solution and ensure that it meets user requirements, represents best value for money, is compatible with current UoS infrastructure requirements and fits with the overall UoS Strategy. ITS PMO will help in the production of the relevant Business Case for submission to ITGG as appropriate.

- Funding for projects of this size **must have been budgeted and authorised by Capital Investment Group** prior to submission to ITGG for approval.

- Once ITGG has **approved the proposal and prioritised** the work accordingly, ITS PMO will manage the IT implementation of both hardware and software utilising standard project management methodology.

- In all cases ITS must be represented on any project or project / programme Board for investments of this nature.

Desktop / Laptop Provision (Managed Service)

The UoS has a replacement policy for Desktop and Laptop provision via a third party managed service.

This provision is designed to ensure that the equipment is both up-to-date and fully supportable whilst ensuring that the University obtains maximum value for money by utilising our volume purchasing power.

A standard range of equipment is available, however, specialist needs are catered for and special requests for non-standard or additional equipment should be made via the ITS Service Desk. Requests will be considered on an individual needs basis provided that no equivalent specification is available from the standard list.

Staff members **are limited to a single desktop PC** except where individuals need to be out of the office for periods of time then a laptop can be provided **instead** of the normal desktop PC / Terminal. Where a laptop is provided a desktop docking station and monitor can also be supplied for use in the office.

This equipment is replaced on a 3 year cycle across the University. This may be reviewed at any point dependant upon current strategy and the policy updated

Further information on this policy can be obtained via the ITS Service Desk