

## Report Control Information

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Attached is the Desktop Computer Procurement and Deployment Policy as approved by the Information Strategy and Services Committee (ISSC) on 4<sup>th</sup> February 2011.

## Desktop Computer Procurement and Deployment Policy

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# Desktop Computer Procurement and Deployment Policy

## Policy aim and scope

This document details Policy in regard to procurement and deployment of University owned desktop computer systems and the level of support that will be provided for this from Information Services. Recommendations and guidelines for best practice are also given in order to assist departments with their IT procurement strategies.

This Policy identifies and defines:

- University policy on preferred suppliers.
- Central procurement support.
- Policies regarding standard models.
- University policy regarding equipment replacement and disposal.

## Policy monitoring and review

Information Services is responsible for the maintenance of this Policy. Any proposed revisions to the Policy will be discussed with Faculties, Central Divisions and the Purchasing Office prior to seeking approval from the Information Strategy and Services Committee (ISSC).

## Policy

### 1. Suppliers

- 1.1 The Purchasing Office aided by Information Services will be responsible for determining preferred University suppliers for desktop computers, portable computers, printers and mobile devices utilising mobile phone technology (e.g. smart phones).
- 1.2 In determining University suppliers, the Purchasing Office will consult with Faculty IT support staff.
- 1.3 There will be no more than one supplier for each of the following categories:
  - Desktop and portable PCs<sup>1</sup>
  - Macintosh desktop (Mac) and portable computers (Macbook)<sup>2</sup>
  - Mobile devices (e.g. smart phones) which use mobile telephone technology and which can be used to synchronise with UEA services such as email and calendars/diaries.
  - Printers

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<sup>1</sup> The term PC is an abbreviation for “personal computer” which is a term which covers all computers designed to be used by one person at a time. Branding has given a particular identity of “Mac” to PC products made by Apple. For the purpose of this document the term “PC” will be used to signify non-Apple products and the term “Mac” used for Apple products.

<sup>2</sup> Note: The UEA standard desktop and portable computer platform is the PC and Macs/Mac books should only be purchased in exceptional circumstances where a PC cannot meet requirements. Only PCs running the currently supported Windows operating system are supported as a desktop computing platform by Information Services and guaranteed to operate as clients for UEA corporate applications and services.



- 1.4 Wherever possible, University preferred suppliers will be a sub-set chosen from those awarded contracts on inter-regional/national university agreements.
- 1.5 All preferred suppliers will be published on the Purchasing Office Buyer's Guide web pages<sup>3</sup> on the intranet with contact details and information on how to purchase.
- 1.6 The Purchasing Office in consultation with Information Services and Faculties will proactively monitor the performance of contracts with suppliers, undertaking to identify and deal with issues and problems as they arise. An annual review of the contract will be undertaken by the Purchasing Office and regular liaison meetings arranged involving the supplier, Information Services and Faculties in order to facilitate information flow and to highlight and resolve any outstanding issues. Management information in support of the monitoring and review process will be arranged by the Purchasing Office with the supplier.
- 1.7 If a supplier's performance has been unacceptable, the Purchasing Office will inform them of such and will work with the supplier to identify the improvements that need to be implemented in order to achieve an acceptable level of service.  
  
If a supplier's performance does not improve satisfactorily, the Purchasing Office will consult with Information Services and Faculties in order to decide whether and when to replace the supplier with a competitor chosen from the inter-regional/national supplier list.
- 1.8 A major review of each supplier will be undertaken by the Purchasing Office and Information Services every three years. Faculties will be consulted during this process. At this stage, current suppliers will either be confirmed or new suppliers chosen.
- 1.9 The Purchasing Office will ensure that any University purchasing arrangements with IT equipment suppliers are in compliance with existing and/or emerging government and European legislation.
- 1.10 The Purchasing Office, advised by Information Services will ensure via the tendering process that the sustainability and total cost of ownership of such computing equipment is taken account of, in particular, power consumption and disposal.
- 1.11 All departments will only purchase equipment from University preferred suppliers.

Exception

- a. Where the University preferred suppliers cannot meet the equipment specification required for specialist research or teaching work.
  - b. Where equipment is connected to specialist scientific equipment and the supplier of that equipment determines the computer or printer supplier.
  - c. Where equipment is funded by an external agency which determines supplier.
- 1.12 Departments should purchase desktop and portable computers via the UEA Managed PC Procurement Service wherever possible – see 2.2.
  - 1.13 All orders for desktop equipment of £20,000 or over should be checked with the Purchasing Office in order to ensure compliance with University policies and external legislation, and to ensure that appropriate measures have been taken to ensure that suppliers are offering a suitable level of additional discount in return for bulk purchasing.

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<sup>3</sup> See <https://www.uea.ac.uk/fin/buyersguide>



## 2. Central procurement support

- 2.1 In addition to their role in determining and maintaining suppliers for personal computers, printers and mobile devices, the Purchasing Office will also determine and maintain a list of preferred suppliers for minor hardware (memory, disk drives etc) and consumables, selecting suppliers from those on inter-regional/national agreements where possible. They will consult with Information Services and Faculties in determining such.
- 2.2 The Purchasing Office assisted by Information Services will provide a Managed PC Procurement Service aiming to deliver cost effective (in terms of total cost of ownership) desktop systems which conform to University approved standards and policies regarding hardware, operating system and software. The service will demonstrate savings in purchasing overheads for departments and will provide a standard documented and supported standard process for procurement. Purchases from departments will be organised in such a manner as to obtain bulk purchase discounts which will be applied to all orders irrespective of volume.

## 3. Standard models

- 3.1 Information Services will provide via the Managed PC Procurement Service standard models for University owned desktop and portable computers. Standard Model PCs will be guaranteed to run UEA corporate applications and services effectively.
- 3.2 Departments are expected to select from these Standard Models as referred to in 3.1, except where there are specialist needs where greater computing power is required.

## 4. Deployment and Disposal

- 4.1 Faculties and Central Divisions should have a rolling replacement strategy for IT equipment, and build this into their budget setting process. This strategy should be approved by the Director of University Services and be in accordance with University approved IT and purchasing policies.
- 4.2 It is the University's aim to retain PCs for a minimum of 5 years, with appropriate migration of equipment between users and Schools/Units in order to achieve this aim. Replacement strategies for desktop and laptop computers should be consistent with this aim. After 5 years, a decision whether or not to retain the computer in service, or dispose of it should be made taking into account serviceability, fitness for purpose and total cost of ownership including power consumption.
- 4.3 Desktop and portable computers deployed should be in accordance with this Policy and the additional University policies<sup>4</sup> below:
  - Desktop Computer Hardware Policy
  - Desktop Computer Operating Systems Policy
  - Desktop Computer Software Policy
  - General Information Security Policy
  - Security Manual

Justifiable exceptions are allowed, but should be in accordance with the exceptions and processes listed in the above policies.

- 4.4 At the end of their working life within the University, computers and printers should be disposed of using the disposal processes included in the Managed PC Procurement Service. Mobile devices

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<sup>4</sup> See <http://www.uea.ac.uk/is/itregs/ictpolicies> for the policies



and other minor hardware whose disposal is not catered for by the Managed PC Procurement Service, should be disposed of using University approved processes. Redundant equipment should not be given or sold to staff or students at the end of its working life.

