Document Management

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Approved by: Information Services Committee (ISC)

Responsible for Review: Head of Endpoint IT and Technical Services (Dan Knox)

Policy summary

Policy title:	ICT Equipment (Staff)
Policy number:	G066
Document type:	☐ Strategy ☒ Policy ☐ Regulation ☐ Guidelines
Policy owner:	Head of Endpoint IT & Technical Services
Domain:	☐ Library ☒ IT ☐ Information
Audience:	☐ Institutional (students and staff) ☐ IS/Internal ☒ All staff
Live URL:	Click here to enter text

Document history

Version	Status	Reason for update	Name	Date
1	Draft	Centralisation of IT due to E&E	DK	23/08/2023
2	Final	(Off-line) approval from ISC on 12/10/2023, additional document management details added.	SO	25/10/2023

Project and service link

N/A

Brief summary of document purpose and audience

Defines the equipment which will be provided to University colleagues to support their work, and how this equipment is managed through its lifecycle.

Type of change

☐ Correction

☐ Minor changes

☐ Major changes

☒ New Policy document

Summary and impact of policy change

New policy formalising the expectation for the provision of staff equipment across the university. In the context of this policy, we also class PhD students as staff.

Is there likely to be any impact on staff and/or students relating to the protected characteristics:

Protected characteristic	Describe the nature of any impact (positive or negative) and how the impact of this has been addressed / considered
Age	
Disability	Specifically mentions that Reasonable adjustments will be considered during equipment procurement when written support is provided by the line manager & occupational health (staff) /student support services (PhDs)
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	
Religion or belief	
Sex	
Sexual Orientation	

Communication plan

< Define how the policy will be communicated. Does it need associated guideline >

Policy approval

< Which group(s) will be responsible for approving the policy? This section should be updated as each group reviews the document to keep a record of its progress through the approval process>

Policy approval timeline

Date	Action	Approved by
12/10/2023	This NEW Policy approved off-line	Information Services Committee (ISC)

ICT Equipment Policy (Staff)

1. Scope

1.1. Information Services manages the full life cycle and is the business owner of IT hardware allocated to university staff and PhD students, providing them with up-to-date and purpose-fit primary devices. We operate a centralized cyclical replacement scheme with a 5-year lifecycle. This ensures a seamless and efficient user experience while maintaining technology standards.

1.2. Some specialized-use devices may be replaced earlier than the standard cycle. This includes cases where high-performance capacity is required or if a staff member's specific needs necessitate reasonable adjustments.

1.3. This policy applies to all IT equipment funded by the University. However, equipment funded by external bodies, such as research grants, will not be subject to cyclical replacement and belongs to the appropriate academic division or department. Researchers are responsible for securing appropriate funds to acquire equipment required for their research needs.

1.4. All devices, regardless of funding source, must comply with Cyber Essentials. They should be capable of receiving the latest operating system and application security updates, and must be supported by the manufacturer.

1.5. All devices must be procured through the Techshop and will be supplied with an Information Services managed image.

1.6. Information Services will provide a catalogue of standard equipment based on users' job requirements, aligned with the University of Kent's hybrid working policy.

1.7. Equipment will be allocated based on the user's primary place of work, role requirements, hybrid working arrangements, and specific working location criteria. All equipment bundles are specified in 2.3.

    1.7.1. Users who are regularly onsite for three days or more and require mobility between campus and remote locations should be provided with a hybrid worker equipment bundle.

    1.7.2. Users who regularly work onsite for less than three days should receive a remote worker equipment bundle. On the days they work on campus, hot desk working spaces will be available. These shall be equipped with a monitor, docking connector, mouse, and keyboard. These desk spaces are not allocated to an individual worker and as such, equipment quantities for these hot desks are not specified in the equipment bundles.

    1.7.3. Users exclusively working 100% on campus or at home, without hybrid working arrangements or on campus mobility requirements, should receive a

Fixed Worker bundle. However, if a fixed worker occasionally requires a laptop device, loan devices will be accessible from the local IT Hub.

1.7.4. Part-time staff should follow the same principles mentioned above, with equipment allocation based on a 60% / 40% calculation of onsite or offsite working, respectively.

2. Standard Equipment

2.1. The university is dedicated to supplying each staff member (who has IT requirements to conduct their work) with a single, suitably specified IT equipment bundle tailored to meet their individual needs. This equipment may either be brand new or sourced from repurposed stock within an Information Services supported specification.

2.2. In certain cases, exceptions to the standard IT equipment provision may be considered to accommodate documented reasonable adjustments. These exceptions will be carefully evaluated in consultation with the staff member's Line Manager and relevant authorities such as Occupational Health or Student Support Services.

2.3. Standard equipment is defined as:

Fixed Worker Bundle	Hybrid Worker Bundle	Remote Worker Bundle
- Desktop PC - Monitors (2) - Webcam (1) - Keyboard (1) - Mouse (1) - Headset (1)	- Laptop - Docking station (1 located on campus) - Monitors (2 - 1 for each location)[1] - Keyboard (2) - Mouse (2) - Headset (1) - Carry-case	- Laptop - Monitors (1) - Keyboard (1) - Mouse (1) - Headset (1) - Carry-case

2.4. A University standard laptop/desktop PC is typically well-suited for most professional services and academic activities. However, in cases where a standard device does not meet the performance requirements of a specific user activity, a suitable alternative can be provided through a Special Order request via the Techshop.

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[1] For roles primarily involving work activities that include reviewing/manipulating multiple spreadsheets or reviewing different data-sources an additional monitor can be assigned to each location. Types of areas of the university that may include this type of work include finance, risk analysts, digital media editors, executive, sys-admins, developers, etc.

2.4.1. For research projects or activities with unique demands that cannot be met by a standard university-issued device, we recommend procuring a separate device to fulfil those requirements. If enhancing the standard specification of a university-issued device is a more appropriate option, the local division or research funding will be responsible for covering the additional costs.

2.4.2. In alignment with the University's Hybrid Working policy, Information Services strongly recommends a hybrid worker bundle for the majority of staff and PhD students. The aim is to have a laptop serve as the primary computing device for all or the majority of their work-related tasks. As part of this policy, historical desktop PCs issued by departments will gradually be replaced with appropriate peripheral equipment, creating a more flexible working environment. At the time of replacement, the desktop PCs should be returned to Information Services.

2.5. Peripheral Devices

2.5.1. Peripheral devices, including monitors, keyboards, mice, and docking stations, are not subject to regular rolling replacements. Nevertheless, if any of these items encounter a fault or are deemed unsuitable for their intended purpose during their lifecycle, Information Services will promptly repair or replace them as needed. Our commitment is to ensure that users have access to functional and appropriate peripheral equipment to support their daily work effectively.

2.6. MacOS/Apple Equipment

2.6.1. In cases where users have a specific requirement for a device running MacOS, Information Services will assess the possibility of purchasing one, subject to the individual providing appropriate business justification. This justification should outline why the necessary functionality cannot be efficiently achieved with a Windows-based equivalent. It should also include details about any software applications required, detailing where a Windows equivalent is not readily available. Justification can also include where a Windows device would be substantially uneconomical to meet the same requirements (e.g., due to platform optimized software) or where the need to interface with external equipment is not supported on a Windows-based device. Requests for such equipment must be made through the Techshop special order process.

3. Starters, Leavers, Movers

3.1. Starters

3.1.1. New starters joining the University will receive a new or repurposed device, along with peripherals, upon their arrival. It is essential for the individual to request these items during their onboarding process to ensure a smooth and efficient provision of the necessary equipment.

3.1.2. Equipment should not be transferred from one user to another without involvement from Information Services. This measure is in place to ensure that the device is fully reset, and the asset register is updated accurately. This process helps maintain data security and ensures that each user receives a properly configured and registered device tailored to their needs.

3.2. Leavers

3.2.1. Upon the conclusion of their employment at the University, staff and PhD students are required to return all allocated equipment to Information Services on or before their last working day. To maintain the integrity and security of the equipment, it will be thoroughly tested and reset to the University's default settings. Subsequently, the devices will be made available for general or specialist re-use, depending on their specifications.

3.3. Movers

3.3.1. In cases where a user changes departments within the University, and their IT requirements remain unchanged in their new role, the equipment assigned to them should stay with the user and be relocated to the new area accordingly. However, to facilitate a smooth transition, arrangements for moving peripherals should be communicated to Information Services in advance.

3.3.2. If a user is changing departments and their new role necessitates IT equipment with a different specification or performance, a request should be submitted through TopDesk (link to form). Once the request is approved, the return of their existing IT equipment and the supply of new equipment will be coordinated accordingly.

4. Faults, Loss and Damage

4.1. In the event of any faults, loss or damage, users should promptly report the issue to Information Services. Upon receiving the report, Information Services will collaborate with the supplier to arrange for a repair, where appropriate, which is often conducted by service engineers on the next business day. To minimize any disruptions, a limited stock of standard laptops is available at the IT hubs for loan. Alternatively, at the discretion of Information Services and subject to availability, a direct replacement may be offered.

4.2. If damaged goods are deemed beyond economical repair, a suitable new or repurposed device will be provided as a permanent replacement. In cases where the original equipment was partly funded by research or divisional funds to meet enhanced requirements, the cost difference for a like-for-like replacement will be required to Information Services.

4.3. If damaged goods are due to user negligence, rather than normal wear-and-tear, the cost of replacement or repair will be borne by the individual.

5. Reuse/Recycling

5.1. Hardware that can be reused will either be stored for future deployment or repurposed for use elsewhere within the University. However, hardware that no longer holds any value for the University will be handed over to the University's ITAD (IT Asset Disposal) partner. This partner will process the hardware in strict adherence to the University's WEEE (Waste Electrical and Electronic Equipment) and data protection policies. Information Services ensures that the chosen ITAD partner maintains robust sustainability and ethical guidelines, aligned with the University's overarching sustainability strategy.

5.2. The transfer of ownership by means of sale or gifting of ICT equipment to staff, students, or individuals outside the University is strictly prohibited. This measure is in place to uphold data security, maintain accountability, and efficiently manage the University's IT assets in compliance with relevant regulations and policies.