

IT Equipment Policy

1 Scope

- 1.1 The University provides staff and PhD students with up-to-date and purpose-fit primary devices. All IT assets remain the property of the University and are provided to staff and students for the duration of their employment or studies. Information Technology Services (ITS) is the business owner of IT hardware and is responsible for the lifecycle management of IT hardware assets. The IT Asset Lifecycle Management Team coordinates the issue, repair, replacement, transfer and disposal of the University's IT assets. We operate a centralised cyclical replacement scheme with a 5-year lifecycle. This ensures a seamless and efficient user experience while maintaining technology standards.
- 1.2 Some specialised-use devices may be replaced earlier than the standard cycle. This includes cases where high-performance capacity is required or if a user's specific needs necessitate Reasonable Adjustments.
- 1.3 This policy applies to all IT equipment funded by the University including those devices leased through third party (Device as a Service). However, equipment funded by external bodies, such as research grants, will not be subject to cyclical replacement. Researchers are responsible for securing appropriate funds to acquire non-standard equipment required for their research needs. Equipment purchased with external funding is still owned by the University unless the funder's terms explicitly state otherwise.

Where standard IT equipment cannot be covered by grant funding, researchers will be provided with the Personal Enterprise Offer (see 2.3).

- 1.4 All devices regardless of funding source, must comply with Cyber Essentials and any associated [Information Security policies](#). They should be capable of receiving the latest operating system and application security updates and must be supported by the manufacturer. Users are responsible for ensuring that University-issued devices in their possession remain compliant with these requirements, including applying software updates and security patches when notified to do so or returning their device for repair or a replacement when the device reaches the end of its lifecycle.
- 1.5 All devices must be procured through the IT Asset Lifecycle Management Team. These devices will be set up and supported by Information Technology Services. Devices must be promptly returned when requested.

- 1.6 Information Technology Services will provide a catalogue of standard equipment based on users' job requirements, aligned with the [University of Kent's Hybrid Working Scheme](#).
- 1.7 In order to create a consistent and standardised approach, equipment will be allocated as specified in 2.3. The aim is to have a laptop serving as the primary computing device for all or the majority of staff work-related tasks. These allocations are based on the user's role requirements, hybrid working arrangements, and specific working location criteria including those staff who are campus based, working remotely, part time and/or dividing their time between campus and remote working locations. Staff who are working fully remote will be provided with the 'Personal Enterprise Offer' on loan.
- 1.8 Staff will be unable to take 'Location Standard Offer' equipment home in the event of Hybrid Working. Refer to the Remote Working Policy.
- 1.9 As part of this policy, historical desktop PCs and peripherals issued by departments will gradually be replaced with appropriate peripheral equipment, creating a more flexible working environment. At the time of replacement, desktop PCs must be returned to Information Technology Services where they will be responsibly disposed.
- 1.10 Any IT Equipment (excluding the 'Personal Enterprise Offer' see 2.3) currently off-site (i.e. at home) will need to be returned to campus as part of the replacement schedule and to meet Cyber Security compliance.
- 1.11 For staff who hold multiple roles across the University, in most cases the Personal Enterprise Offer should meet requirements. The expectation is that individuals will have one primary device (i.e. laptop) to service multiple roles. However, where there is a specific requirement for differing technology we will review this on request. Requests must be made through the Special Order Approval Panel (See 2.4.1).
- 1.12 For timesheet or work experience/ placement staff a loan laptop will be provided. The loan device will be the responsibility of the named 'supervisor' and managed accordingly.
- 1.13 User responsibilities: staff and students in possession of university owned equipment are responsible for:
- 1.14 Keeping devices physically secure and not leaving them unattended in public areas or unsecured locations.
- 1.15 Ensuring devices are not used by, or made accessible to, family members, friends or any other third party.
- 1.16 Applying security updates and security patches promptly when notified to do so.
- 1.17 Notifying the university without delay of any issues affecting the device.

- 1.18 Returning the device to the university when notified to do so without undue delay.

2 IT Equipment Offer

- 2.1 The university is dedicated to supplying each staff member (who has IT requirements to conduct their work) with suitable IT equipment for the duration of their employment or studies at the University. This equipment may either be new or sourced from repurposed stock within an Information Technology Services supported specification.

- 2.2 In certain cases, exceptions to the standard IT equipment (including peripherals) 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. Once approved, the return of the existing IT equipment and supply of new equipment will be coordinated accordingly.

- 2.3 The 'Personal Enterprise Offer' provided for University of Kent staff, who have IT requirements to conduct their work, is defined as:

- 1 x Laptop (w/case or sleeve)
- 1 x Headset

Some desk-based roles where IT equipment is shared i.e. reception services, may require a desktop PC instead of the Personal Enterprise Offer.

On request laptop stands can be made available. Monitor risers are the responsibility of the School/Directorate to purchase.

- 2.4 The 'Location Standard Offer' for all on campus 'staff working' locations is defined as:

- up to 2 x Monitors
- 1 x Docking station
- 1 x Keyboard
- 1 x Mouse

There are currently a range of different equipment set-ups across campus. Our ambition is to move towards a standardised location-based offer; however, this will be dependent on the availability of staff resource and associated costs.

Occupational Health needs will be considered in addition to both the Personal Enterprise Offer and Location Standard Offer for on campus staff working locations.

- 2.4.1 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, the Special Order Approval Panel can review business cases on an individual basis and where appropriate provide a suitable alternative.

The Special Order Approval Panel's membership is made up from colleagues from within IT Services and outside IT Services to provide a breadth of experience, knowledge and understanding around teaching, research and business requirements.

- 2.4.2 If non-standard IT equipment is being purchased specifically for research related activities, the research funding will be responsible for covering the additional costs.
- 2.4.3 In the case of research related activities, if it is more appropriate for a University staff member to have one single device (rather than a Standard device^{1*} and an Enhanced device for research) we can support the option of enhancing the standard specification of a university-issued device with research funding being responsible for covering additional costs. The Standard device would be returned.
- 2.4.4 If IT equipment is being purchased specifically for research related activities, it must comply to Cyber Security policies.
- 2.5 The 'PhD Enterprise Offer' provided for PhD/ PGR students is defined as:
 - 1 x Laptop (w/case or sleeve)
 - 1 x Headset (by request)
- 2.5.1 Post September 2024 all PGR/ PhD students are offered a University owned laptop. Pre- September 2024 laptops were not issued to PhD/ PGR, to address the change in policy, PGR study spaces will be equipped with desktop PCs with one monitor for those students without laptop provision. PGR Hot desk spaces will be equipped with laptop stands and single monitors to support students with the 'PhD Enterprise Offer'.
- 2.5.2 A University standard laptop is typically well-suited for most PhD activities. However, in subject areas where a standard device does not meet the performance requirements of a specific user activity, the Special Order Approval Panel can review cases on an individual basis. If approved, the difference in funding between standard and enhanced devices for PhD students will be covered by the relevant school.

2.6 Peripheral Devices

- 2.6.1 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, Information Technology 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.

2.7 MacOS/Apple Equipment

¹ *Standard device refers to the Personal Enterprise Offer see 2.3.

- 2.7.1 In cases where users have a specific requirement for a device running MacOS, Information Technology 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 optimised 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 Special Order Approval Panel (See 2.4.1).

3 Starters, Leavers, Movers

3.1 New Staff Joining the University (Starters)

- 3.1.1 New starters joining the University will receive a new or repurposed laptop, along with peripherals (i.e. laptop sleeve and headset), upon their arrival (if required for their job).
- 3.1.2 Equipment should not be transferred from one user to another. The expectation is that when staff are leaving the organisation they will return their assigned assets (See 3.2). 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 Staff Leaving the University (including PhD students) (Leavers)

- 3.2.1 Upon the conclusion of their employment at the University, staff and PhD students are required to return all 'Personal Enterprise Offer' equipment to the designated central point on each campus on or before their last working day. To maintain the integrity and security of the equipment, it will be reviewed for compliance and reset to the University's default settings. Subsequently, if viable the devices will be made available for general or specialist re-use, depending on their specifications. All 'Location Standard Offer' equipment is to remain in situ.

3.3 Staff moving between Directorates/ Schools in the University (Movers)

- 3.3.1 In cases where a user changes Directorates/Schools within the University, and their IT requirements remain unchanged in their new role, the 'Personal Enterprise Offer' (i.e. laptop and headset) assigned to them will stay with them.

- 3.3.2 All 'Location Standard Offer' equipment is to remain in situ. Unless provided as a result of Occupational Health recommendation.
- 3.3.3 If a user is changing Directorates/Schools and their new role necessitates IT equipment with a different specification or performance, a request should be submitted through the Special Order Approval Panel (see 2.4.1) On approval, the return of their existing laptop and headset and the supply of new equipment will be coordinated accordingly.

4 Faults, Loss and Damage

- 4.1 In the event of any faults, or damage, users should promptly report the issue to Information Technology Services via IT Support (helpdesk@kent.ac.uk). Upon receiving the report, Information Technology 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. IT Support will aim to minimise any disruptions by arranging a suitable alternative to be issued.
- 4.2 Unauthorised Use/Theft/ Loss: Unauthorised access of a university device can lead to a data breach. The device is issued to individual users and users should not allow third parties access to it. All devices issued by the University are encrypted. Users are expected to keep their device password secure. If a device containing personal, research or commercially sensitive data is lost or stolen users must inform IT Support immediately as this may constitute a data breach and requires urgent assessment and action.
- 4.3 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 funded by research / external body, the original funding model will be used to obtain the replacement.
- 4.4 Where equipment damage or loss is determined to result from negligence or misuse, rather than normal wear-and-tear, the University may seek recovery of costs in accordance with applicable HR policies and procedures.

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. This must be coordinated by the IT Asset Lifecycle Management Team. 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

Technology 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 IT 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.

6 Document review date

This policy will be reviewed annually by ISDGC.

Policy created: 06/2022

Policy reviewed by ITS DLG and approved by COO [22/07/2026]