Standard Operating Environment (SOE) Policy

Section 1 - Rationale and Scope

(1) The aim of this policy is to achieve a level of standardisation for desktop computing at the University in order for faculties, schools and directorates to benefit from participation in bulk purchasing arrangements, to improve support, to reduce administrative costs, to improve compatibility with UNE's systems, to improve business continuity and to improve deployment and support response times. The policy covers both software and hardware on desktop computers, mobile devices and printers (MFD — Multifunction Devices) and outlines principles for preferred suppliers of hardware and software, procurement and support processes as well as standard software loads.

(2) This policy applies to desktop and mobile devices as well as MFDs purchased or leased by or on behalf of the University of New England.

Section 2 - Policy

Hardware

Preferred Supplier

(3) UNE enters preferred supplier arrangements with one or more vendors for the procurement of desktop computer, mobile devices and MFDs. These arrangements will be reviewed periodically in consultation with interested parties in the UNE community and will be based on price, suitability, reliability and service levels.

(4) UNE has negotiated standard hardware packages with suppliers to achieve greater standardisation and to benefit from cheaper prices through bulk purchasing and, unless exceptions are approved (refer Non-standard hardware), purchases for desktop computers, mobile devices and MFDs can only be made from these approved suppliers and only from the range of standard packages.

Standard Hardware

(5) Specifications and costs for standard hardware packages together with optional extras will be published on the IT Computer Purchases Website. The following packages will be available:

  a. Standard Desktop (for general use)
  b. High-End Desktop (for high-end / intensive use)
  c. Standard Laptop (for general use)
  d. High-End Laptop (for high-end / intensive use)
  e. Traveller Laptop (smaller and lighter)
  f. Tablet Computer

(6) Unless exceptions are approved (refer Non-standard hardware), purchases can only be made from these approved packages. The choices for mobile devices and mobile phones will also be assessed regularly and will be limited to

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certain pre-approved devices and packages/plans.

Review period

(7) Preferred suppliers will be reviewed regularly in consultation with the UNE community. Standard Hardware packages will be reviewed at least every three months by a panel made up of ITD staff and representatives of faculties and administrative areas. The current available standard packages will be published on the IT Procurement Website.

Procurement Process

(8) The standard procurement processes apply and will be published on the ITD Computer Purchases Website.

Asset Management / Registration

(9) Every computer purchased or leased by or on behalf of the university will undergo an asset registration process before it is delivered to the faculty, school or directorate that placed the order. This process includes, amongst others, asset registration, asset marking (with stickers / barcodes) UNE owned computers that are used on the UNE network undergo a registration process on the UNE network. After registration any networked computer — if running Windows must be set up to connect to the UNE domain (ad.une.edu.au).

(10) On-site or personalised setup of the computer, data transfer or additional software installations (refer Standard software load) are required can be arranged via the IT Service Desk.

Replacement Cycle

(11) All faculties, schools or directorates should aim to replace their hardware assets every three years (the standard warranty period for computers purchased at UNE). Any computer kept in use after those three years should be moved to a non-essential function and budgetary allowances should be made for paid repairs.

Repairs and Support

(12) All computers must be purchased with a minimum 3 year warranty (on-site / 24 hour response time). Any repairs covered under warranty will be free of charge for the repair of faults covered under the manufacturer's warranty. Charges may apply for additional services such as data restore or backup, personalised setups or installation of non-standard software.

Non-standard hardware

(13) UNE recognises that it is not always possible to strictly adhere to the preferred suppliers and/or standard hardware choice and that there will be situations where purchases outside of this policy are necessary. All purchases outside of this policy must be approved by the Director of ITD or nominee prior to placing an order. Assistance available through the IT Support Services teams for non-standard hardware will be limited. Compatibility between non-standard hardware and UNE's corporate systems will not be guaranteed.

Software

Standard software load

(14) Every standard computer purchased or leased by or on behalf of UNE (PC or Macintosh) will have a standard software load installed prior to delivery to the faculty, school or directorate. These standard software setups include all commonly used applications; they will be published on the ITD website and will be regularly reviewed and updated. Non-standard hardware will be delivered with the operating system only.

(15) A list of approved additional software will also be published on the ITD website. Installation of the software is arranged via the IT Service Desk. License costs for some software apply. Note: Not all applications are fully supported

by IT Support Services.

Approval / review process

(16) The standard software loads will be reviewed and approved regularly (at least every 3 months) by a panel of IT staff and representatives from faculties and directorates. Suggestions for additions to the standard software load or the list of approved additional software should be addressed in writing to the Client Services Manager (c/o Service Desk) for review by the panel.

Minimum Software Standards

(17) ITD may require staff to use specific software and for computers owned by the University to maintain minimum software standards, which may include specific software or versions of software. Examples include, but are not limited to, email clients, internet browsers and versions of JAVA, ActiveX or internet browsers. When transition is required ITD will communicate with all users allowing a reasonable time for migration to the necessary standard.

Non-standard software

(18) UNE recognises that it is not always possible to strictly adhere to the approved software load that there will be situations where installation of software that falls outside of this policy is necessary. Non-standard software purchases must be approved by ITD prior to purchase.

(19) All software purchases outside of this policy are at the risk of the purchaser and ITD does not guarantee integration with existing systems or any form of support unless negotiated with and approved by the Director of ITD or nominee prior to placing an order.

Operating system permission

(20) By default, staff members will be set up with "user" privileges on the SOE to prevent any unauthorised changes. However, where appropriate, higher permissions can be set up for individual user on request (to the Service Desk with an explanation why higher access is required).

Printers

(21) UNE maintains a fleet of Multifunction Devices (MFDs) for cost-effective scanning, printing, copying and faxing. Unless approved by the Financial Services (Central Procurement Group), no other printing devices may be purchased and/or connected to the University Network.

(22) Support for non-MFD printers is limited.

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