

Standard Operating Environment Rule

Section 1 - Overview

(1) A Standard Operating Environment (SOE) is a computer operating system (OS) and its associated hardware and software applications used by the University to cost-effectively and efficiently deploy, support and manage its computers, mobile devices, audio visual equipment and multifunction devices (MFD's). This Rule facilitates:

- a. financial benefits from the purchase of standard hardware packages;
- b. improvement in the level of security across the University by expediting software updates and service packs;
- c. improvement of operational efficiency;
- d. improvement of resilience; and
- e. reduction in deployment and support times.

Section 2 - Scope

(2) This Rule applies to all computers, mobile devices, audio visual equipment and MFD's owned or leased by the University from procurement through support to end of life.

(3) This Rule applies to University Representatives and Students.

Section 3 - Rule

Hardware

(4) The University has negotiated contracts with suppliers for the procurement of standard hardware packages. Computers, mobile devices and MFD's must be procured from the range of standard hardware packages offered by these contracted suppliers.

(5) Standard hardware packages will be reviewed regularly by Technology and Digital Services' and Strategic Procurement.

(6) Technology and Digital Services must review and approve all procurement of audio visual equipment for teaching spaces or meeting rooms to ensure compatibility with the University environment.

(7) The University recognises that, in limited circumstances, some requirements cannot be met by standard hardware packages and that the purchase of non-standard hardware is necessary. Where this occurs, the purchase must be approved by the Chief Operating Officer, or nominee, prior to placing an order.

(8) Computers, mobile devices and audio visual equipment no longer covered under warranty will be maintained by the cost centre using the equipment.

Software

(9) All standard computers will have standard software installed prior to delivery to the University Representative or Teaching Space. The standard software includes the operating system and TDS approved commonly used applications.

(10) Additional TDS approved software applications are available for installation on University owned computers.

(11) Additional software applications will be reviewed regularly by Technology and Digital Services.

(12) University owned or leased computers must be updated periodically to specific versions of software to ensure compatibility with core University systems. Update requirements and the period allowed for compliance will be communicated to University Representatives by Technology and Digital Services.

(13) The University recognises that, in limited circumstances, some requirements cannot be met by standard software and the installation of non-standard software is necessary. Non-standard software purchases, and any form of support expected, must be approved by the Chief Information Officer, or nominee, prior to purchase. Licensing compliance is the responsibility of the University Representative using the non-standard software.

Authority and Compliance

(14) The Vice-Chancellor and Chief Executive Officer, pursuant to Section 29 of the UNE Act, makes this University Rule.

(15) University Representatives and Students must observe it in relation to University matters.

(16) The Rule Administrator is, the Chief Information Officer is authorised to make procedures and guidelines for the operation of this University Rule. The procedures and guidelines must be compatible with the provisions of this Rule.

(17) This Rule operates as and from the Effective Date.

(18) Previous policy on Standard Operating Environments and related documents are replaced and have no further operation from the Effective Date of this new Rule.

(19) Notwithstanding the other provisions of this University Rule, the Vice-Chancellor and Chief Executive Officer may approve an exception to this Rule where the Vice-Chancellor and Chief Executive Officer determines the application of the Rule would otherwise lead to an unfair, unreasonable or absurd outcome. Approvals by the Vice-Chancellor and Chief Executive Officer under this clause must be documented in writing and must state the reason for the exception.

Status and Details

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| Status | Current |
| Effective Date | 21st November 2016 |
| Review Date | 31st October 2021 |
| Approval Authority | Vice-Chancellor and Chief Executive Officer |
| Approval Date | 14th November 2016 |
| Expiry Date | To Be Advised |
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Glossary Terms and Definitions

"Student" - Is an admitted student or an enrolled student, at the relevant time: 1. an admitted student is a student who has been admitted to a UNE course of study and who is entitled to enrol in a unit of study or who has completed all of the units in the UNE course of study; 2. an enrolled student is a student who is enrolled in a unit of study at UNE.

"UNE Act" - Is the University of New England Act 1993 (NSW).

"Teaching Space" - Means the teaching facilities at the University including lecture and tutorial rooms, laboratories and other Specialised Teaching Spaces used for teaching and other related activities. Any changes to the designation of these venues can only be made with the authorisation of the Director, Estate and Built Environment .

"Effective Date" - means the Rule/Policy takes effect on the day on which it is published, or such later day as may be specified in the policy document.

"University Representative" - University Representative means a University employee (casual, fixed term and permanent) contractor, agent, appointee, UNE Council member, adjunct, visiting academic and any other person engaged by the University to undertake some activity for or on behalf of the University. It includes corporations and other bodies falling into one or more of these categories.