# IT Standard Operating Environment Policy

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Chief Information Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved by</td>
<td>Vice-Chancellor</td>
</tr>
<tr>
<td>Approved and commenced</td>
<td>June, 2017</td>
</tr>
<tr>
<td>Review by</td>
<td>June, 2020</td>
</tr>
</tbody>
</table>

## Relevant Legislation, Ordinance, Rule and/or Governance Level

<table>
<thead>
<tr>
<th>Principle</th>
<th>Responsible Organisational Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IT Services</td>
</tr>
</tbody>
</table>

## CONTENTS

1. Objective ................................................................................................................... 2
2. Scope ........................................................................................................................ 2
3. Policy Provisions ....................................................................................................... 2
   3.1 Support of SOE Hardware ......................................................................................... 2
   3.2 Replacement Lifecycle of SOE Hardware ................................................................. 3
   3.3 Disposal of SOE and Non-SOE Hardware ................................................................. 5
4. Responsibilities.......................................................................................................... 6
5. Definitions and Acronyms ......................................................................................... 6
6. Supporting Documentation ........................................................................................ 7
7. Versioning .................................................................................................................. 7
1 Objective

The objectives of the IT Standard Operating Environment Policy are to:

- outline the University’s policy in relation to the specification of a Standard Operating Environment (SOE) for workstation, desktop, laptop and tablet computer hardware models
- ensure that SOE hardware can run contemporary operating systems and application software and business systems
- ensure that SOE hardware can be supported in an effective manner and has adequate warranty and repair arrangements
- ensure that SOE hardware is budgeted and funded for replacement, on a defined hardware lifecycle
- ensure purchasing of SOE hardware is in compliance with the University Procurement Policy and through established University nominated suppliers (as defined in the Procurement Policy).

2 Scope

This Policy applies to all University of Tasmania staff.

3 Policy Provisions

The University of Tasmania operates a SOE to ensure that all computer hardware and software used at the University is fit for purpose and cost effective. The SOE will provide the following benefits to the University:

- a stable computer environment for staff
- minimisation to loss of productivity
- minimisation of the University-wide support cost of IT
- economies of scale resulting in lower capital purchase costs and lower deployment costs
- secure systems
- faster problem resolution and rollout of solutions
- a framework to ensure compatibility for the implementation and ongoing support of new software developments
- compatibility with other hardware and peripheral devices
- reduced time taken to deploy and configure new computers
- use of a single Service Desk to provide ICT support
- software and system compatibility.

3.1 Support of SOE Hardware

IT Services can provide a higher level of service in the support and management of SOE hardware. Organisational units can leverage this support by purchasing SOE hardware under warranty for the defined hardware lifecycle.

It is recognised that organisational units do need to purchase non-SOE hardware from time to time. However, IT Services’ Business Partners should be consulted prior
to purchasing non-SOE hardware to provide advice about specifications and detail any implications regarding support that can be provided for non-SOE hardware.

SOE hardware is a Windows Platform running Microsoft Windows operating systems or a Macintosh Platform running MAC OSX operating systems, each installed as part of a managed SOE image.

It is recognised that organisational units may require a distribution of Linux to be installed on SOE and non-SOE hardware. Where requested, IT Services will work with organisational units to develop methods for managing and supporting Linux computers. This may include internal resources or access to external resources at the Organisational Unit's cost.

Approval to purchase non-SOE hardware that is intended to be supported by IT Services is provided by the Chief Information Officer (CIO) or delegate.

- The funding principles (e.g. purchasing versus leasing) for the SOE hardware will be determined by the Chief Financial Officer (CFO).
- Organisational units manage the budget and funding for SOE and non-SOE hardware within their funding envelope.
- All purchasing of SOE hardware must be in compliance with the University Procurement Policy and fit for purpose as per computer equipment specifications defined and confirmed by IT Services.
- SOE hardware is inclusive of the components listed below:
  - SOE workstations and desktops – computer, monitors, mouse, keyboard and installation and disposal costs
  - SOE All-in-One – computer, mouse, keyboard and installation and disposal cost
  - SOE laptops and tablets – laptop/tablet and installation and disposal cost
  - mobile phones.
- SOE hardware must be purchased from a nominated Supplier (the term Nominated Supplier is defined in the University Procurement Policy).
- Approved SOE hardware specifications and list of preferred suppliers are detailed at http://www.utas.edu.au/it/procurement.
- IT Services is responsible for the selection and management of nominated suppliers and will work with the Finance IT Category Manager in the management of contracts that underpin the supply of products and services.
- IT Services will consult with representatives on the Academic and Researcher Reference Group or their nominated delegates in the development of SOE hardware specifications.
- SOE hardware will be ordered as bulk orders as much as possible to provide best price and delivery options.
- Warranty must be purchased upfront for the full three or four year lifecycle period as part of the supply arrangements.
- All SOE and non-SOE hardware must be have an Asset Record in the IT Asset Register.
- Peripheral devices are to be funded by the organisational unit acquiring the device. Peripheral devices include ergonomic keyboards and mice, specialised monitors, external speakers and height adjustable standing desks.

### 3.2 Replacement Lifecycle of SOE Hardware
The timing of replacement of workstations and desktop, laptop and tablet computers is based on the economic life of the equipment and best practise according to industry research.

The end of life timescale for computing devices is between three and four years based on:

1. Gartner Research Publication G00281950 “Recommended Life Spans for Mobile, PC and Other Endpoint-Computing Devices”

2. Support from software developers for operating systems, business systems and software applications.

IT Services have an ongoing role to evaluate and assess what the economic life of computer equipment is, based on Total Cost of Ownership Principles. This will include mean time to failure, application compatibility, supportability and technical advancements.

Based on this research the following will apply:

- Microsoft Windows and Linux based computer hardware:
  - Workstations 4 Years
  - Desktops and All-in-ones 4 Years
  - Laptops and Tablets 3 Years

- Apple based computer hardware:
  - Desktops 3 Years
  - Laptops and Tablets 3 Years
  (Apple do not offer 4 year warranties)

- Non-SOE hardware that is intended to be supported by IT Services:
  - Non-SOE hardware lifecycle is agreed by Chief Information Officer (or delegate) at the time of purchase and recorded in the IT Asset Register.
• Mobile Phones:
  – Apple iPhones 3 Years
  – Android Phones 3 Years
  – Other types of mobile phones 3 Years

An annual rollout schedule will be determined by nominated representatives within each organisational unit and the relevant IT Business Partner.

Use of SOE and non-SOE hardware must be discontinued after the lifecycle described above, and replaced if the hardware is still required. The hardware must not to be re-purposed on the University network.

3.3 Disposal of SOE and Non-SOE Hardware

IT Services are responsible for ensuring that information is securely erased from SOE and non-SOE hardware prior to disposal.

SOE and non-SOE hardware that is owned by the University of Tasmania must be disposed as per the Secure Disposal of ICT Equipment Procedure located on the University web site.

Prior to disposal of SOE and non-SOE hardware, it must be ensured that:

• all information is erased in a secure manner
• any licensed operating system or application software is removed
• all BIOS passwords are removed.

Once secure erasure of information, operating system, application software and BIOS passwords has occurred, organisational units can dispose of the SOE hardware using approved procedures. Disposal must be conducted within approved Financial Delegations and in accordance with the Procurement Policy and associated procedures.

The approved methods of disposal are:
• Sale - sale of equipment via internal or external processes (to realise residual value of equipment)
• Donation - donation of equipment to charities and not-for-profit organisations
• Disposal - disposal under environmentally responsible programs (commonly known as GreenIT Programs).

The preference is for disposal under environmentally responsible programs as part of the University’s commitment to sustainability.

All SOE and non-SOE hardware must be recorded as disposed in the appropriate Asset Register.
4 Responsibilities

The Chief Information Officer and delegates are responsible for:

- implementation of this *Policy*
- compliance with this *Policy*
- monitoring and evaluation of this *Policy*
- development and/or review of this *Policy*.

5 Definitions and Acronyms

<table>
<thead>
<tr>
<th>Term/Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisational Unit</td>
<td>College, Faculty, School, Centre, University Institute, other University Entity, Division, Section or University Business Enterprise</td>
</tr>
<tr>
<td>ITS</td>
<td>IT Services Branch</td>
</tr>
<tr>
<td>Chief Information Officer (CIO)</td>
<td>The person responsible for the strategy and operational delivery of all Information and Communications Technology at the University</td>
</tr>
<tr>
<td>Delegate of the Chief Information Officer</td>
<td>Positions that have been delegated responsibility for decisions regarding Information and Communications Technology and include Associate Directors, Managers and IT Business Partners</td>
</tr>
<tr>
<td>Fit for Purpose</td>
<td>As defined in the Procurement Policy</td>
</tr>
<tr>
<td>Linux Platform</td>
<td>A computer running a distribution of the Linux operating system, most commonly RedHat Linux</td>
</tr>
<tr>
<td>Macintosh Platform</td>
<td>A computer running the Mac OSX operating system</td>
</tr>
<tr>
<td>Managed SOE Image</td>
<td>A Managed SOE Image is a component of a Standard Operating Environment (SOE) and is configured with an operating system, security patches, environment-specific settings, standard business applications and hardware drivers</td>
</tr>
<tr>
<td>Nominated Supplier</td>
<td>As defined in the Procurement Policy</td>
</tr>
<tr>
<td>Non-SOE Hardware</td>
<td>Customised configurations with specific requirements for operating specialised electronic equipment or specialised software or are required to operate in specific environments for which the SOE does not meet the requirements</td>
</tr>
<tr>
<td>SOE</td>
<td>Standard Operating Environment - a specification for a standard architecture and application/software to be used for computers within the University</td>
</tr>
<tr>
<td>SOE Hardware</td>
<td>Computer workstations, desktops, all-in-ones, laptops, tablets and mobile phones</td>
</tr>
<tr>
<td>Windows Platform</td>
<td>A computer running the Windows operating system</td>
</tr>
</tbody>
</table>
6 Supporting Documentation

- Procurement Policy
- Secure Disposal of ICT Equipment Procedure
- ICT Security Policy
- Schedule of Financial Delegations

7 Versioning