Computer Device Lifecycle Management Procedure

Version 1 – Reconfirmed 5 October 2022

Contents

Purpose

This procedure describes how the University's computer device assets are supplied, recorded, managed, and disposed of, in order to:

- provide administrative control over computer devices
- support the efficient management of computer devices over their lifecycle
- support asset related financial functions

Applicable governance instruments

Instrument	Section	Principles
Facilities, Infrastructure and Asset Management Policy	1 Physical asset management	1.1, 1.2, 1.3, 1.4, 1.7
Compliance Policy	2 Conflict of Interest	2.1
Sustainability Policy	1 Sustainability	1.1, 1.8
Procurement Policy	1 Value for Money 2 Transparency and Integrity 3 Governance	1.1, 1.2, 1.4, 1.5, 1.6 2.1, 2.2, 2.3 3.1, 3.2
Data and Information Governance Policy	3 Information, communication and technology services and facilities use	3.1, 3.2, 3.3, 3.5, 3.6

Procedure

1. Objective and Principles

The University provides computer devices to enhance teaching, learning and research activities, enrich the staff and student experience and maximise productivity. Computer devices are provided for individual and shared use and managed across their lifecycle, consistent with the principles of our *Facilities, Infrastructure and Asset Management Policy,* such that their full potential and value are realised in a sustainable way. This procedure governs a consistent approach to computer device lifecycle management across the University.

The following principles apply to the supply and use of computer devices:

   a. Computer devices must run IT Services Standard Operating Environment build, the latest security upgrades and security patches, and anti-virus software. Exceptions will require consultation, assessment, and approval by IT Services.

   b. Standard PC computing devices will be utilised across the University. Exceptions will require consultation, assessment, and approval by IT Services.

   c. Where a specialised computer device or specialised monitor is required, an IT Services representative will discuss requirements, assess solutions, and provide recommendations. IT Services will approve all specialised computer device and monitor purchases.

   d. Staff will transition from Mac to PC wherever possible and training will be provided where needed. A Mac will be considered in cases where software required for work activities will not run on a PC.

   e. All unused computer devices, monitors and accessories must be returned to IT Services for redeployment or disposal in accordance with Section 4.5.

   f. Colleges and Divisions are responsible for maintaining computer devices and accessories in accordance with Work Health and Safety policies and guidelines.

2. Provision of Computer Devices

2.1. Primary Use Computer Device

   a. A Primary Use computer device is the device assigned to staff members and higher degree by research students that is used to do all or most of their work

   b. IT Services will purchase, install, maintain, support, and replace the University's fleet of primary use computer device bundles utilised by staff.

   c. IT Services will purchase, install, maintain and support one computer device bundle for the candidature of higher degree by research students.

   d. IT Services will provide staff members and higher degree by research students with a primary use computer device bundle to carry out their day-to-day work.

   e. A standard staff computer device bundle consists of a PC laptop, monitor with in-built docking station, keyboard, mouse, webcam, and headset.

f.   A standard higher degree by research computer device bundle consists of a PC laptop, monitor with in-built docking station, keyboard, and mouse.

g.   Where a specialised device bundle is required and the cost of device exceeds the cost of the standard bundle, additional funding will need to be provided by Colleges and Divisions.

h.   Colleges and Divisions will be responsible for funding primary use computer device bundles where funding for such a device has been allocated to the College or Division from a grant, project, or other funding source.

i.   Wherever practical, if a staff member changes job roles within the University, they will take their primary use computer device with them to their new role.

j.   Where a staff member uses a specialised primary use computer device for their job role and they change job roles within the University, the staff member would not ordinarily take their computer device to their new role unless there was a clearly identified business need. If a request is made, the College or Division must consult with IT Services as to whether the specialised device might move with the staff member or stay with the current job role.

k.   If a staff position is made redundant, all associated computer devices and accessories must be returned to IT Services (Return Your PC Form).

l.   At the end of a higher degree by research student's candidature, ownership of their primary use computer device bundle is transferred to them after IT Services have reformatted and prepared the device for ownership transfer (Service Request).

m. Higher degree by research candidates who leave before the end of their candidature will not keep their computer device bundle and must return it to IT Services (Return Your PC Form).

n.   The supply of Primary Use computer devices to staff and higher degree research student is enabled by automated processes that cater for both standard and specialised computer device requirements.

o.   The replacement of Primary Use computer devices for staff is enabled by an automated processes which caters for both standard and specialised computer device replacements.

2.2.   Secondary Use Computer Device

a.   A secondary use computer device is a device used to carry out specialised work that cannot be completed using a Primary use computer Device.

b.   Where there is an identified business requirement, secondary use computer devices for staff and higher degree research students may be provided by the School or Division in consultation with IT Services (Non-Primary PC Request Form).

2.3.   Computer Teaching Labs and Teaching and Learning Spaces

a.   Computing devices for new computer teaching labs and new teaching and learning spaces are initially funded from College, Divisional or other project funds in consultation with IT Services (Non-Primary PC Request Form).

b.   Replacement of computer devices in existing computer teaching labs and teaching and learning spaces is the responsibility of IT Services working closely with the Colleges and Divisions.

2.4. Student General Use Computer Devices

    a. New shared computer devices required for undergraduate, honours, masters and postgraduate by coursework students are initially funded from College or Divisional funds in consultation with IT Services (Non-Primary PC Request Form).

    b. Replacement of shared computer devices for undergraduates, honours, masters and postgraduate by coursework students is the responsibility of IT Services working closely with Colleges and Divisions.

2.5. Research

    a. Specialised devices and other computational hardware required for research should be planned and purchased in consultation with the Digital Research Services team within IT Services. Where possible, researchers must take advantage of existing University digital research infrastructure or services (Non-Primary PC Request Form).

    b. Colleges and Divisions are responsible for funding specialised devices where the equipment has been specified in research proposals and funding applications and where existing digital research services provide by UTAS are not appropriate (Non-Primary PC Request Form).

    c. Colleges and Divisions are responsible for funding the replacement of specialised research devices where these devices are not Primary Use devices used by a University staff member (Non-Primary PC Request Form).

2.6. Instrument Devices used for Research and/or Teaching Purposes

    a. Colleges and Divisions are responsible for funding the initial purchase and replacement of instrument devices (Non-Primary PC Request Form).

2.7. Major Business Initiatives and New Projects

    a. Major business initiatives and new projects requiring additional computing devices (where computing devices do not already exist), will need to have a funding source identified. An example of a new project is development of new buildings, building refurbishments and new business initiatives requiring numerous new computing devices.

    b. Colleges and Divisions need to identify and provide budget for major business initiatives and new projects requiring the hiring of multiple new staff who need primary use computer devices bundles and consult with IT Services in advance (Service Request).

2.8. Home Office

    a. The University provides computer device bundles and accessories for use on campus.

    b. Where staff or higher degree by research students wish to setup a home office, in addition to their campus office, additional monitors and accessories can be purchased from personal funds at a discounted rate by redeeming a discount coupon which can be applied to your shopping cart (Student and Staff Discount Coupon).

    c. Computer devices, monitors and accessories purchased from personal funds are for home office use only and will not be supported on campus.

d. There may be instances where Colleges and Divisions will purchase computer devices, monitors and accessories for home office use. In these instances, only standard computer devices and accessories will be offered and requests will be made in consultation with IT Services (Service Request).

2.9. Optional

a. iPads, tablet devices, mobile phones, digital pens, backpacks, peripherals, accessories and additional headsets and webcams will be funded by the Colleges and Divisions.

3. Purchase

a. All computer devices, monitors and accessories must be purchased via University contracted suppliers using a Purchase Order. Requests for any exception will require consultation, assessment, and approval by IT Services (Non-Primary PC Request Form).

b. Computer devices, monitors and accessories must not be purchased via credit card under any circumstances.

c. IT Services will maintain a registry of all computer devices purchased in the Hardware Asset Management system, with assistance from Colleges and Divisions where required.

d. IT Services will not reimburse Colleges or Divisions that choose to purchase Primary Use computer devices directly from their budget.

e. Regardless of the funding source, all computer devices purchased must be approved by IT Services.

f. Justification must be provided when requesting the purchase of a specialised computer device.

4. Maintenance and replacement

4.1. Replacement Cycles and Warranty

a. The replacement cycle for computer devices, keyboards and mice is four years.

b. The replacement cycle for monitors is eight years.

c. All computers will be purchased with a four-year on-site warranty.

d. IT Services will work with Colleges and Divisions to plan and schedule computer device replacements prioritising older, out of warranty devices.

e. Once a computer device is replaced, the replaced computer device must be returned to IT Services irrespective of how the device was originally funded.

f. Specialised computer devices used for research purposes and instrument devices are mostly one-off funded solutions that can be costly to replace. At the end of their warranty expiry date, IT Services will assist Colleges and Divisions determine when the computer device should be replaced.

g. Where required as a cost saving, the replacement cycles above can be extended. In these circumstances, ITS will work closely with Colleges and Divisions to determine the order of replacements based on priority.

4.2. Hardware Failures, Replacements and Repairs

a. Failed computer devices, monitors, laptop batteries, headsets, webcams, and accessories funded by IT Services and not covered under warranty will be the responsibility of IT Services to replace or repair (Service Request, Laptop Battery Replacement Form).

b. Failed computer devices, monitors, laptop batteries, headsets, webcams, and accessories funded by the College or Division and not covered under warranty will be the responsibility of the College or Division to replace or repair (Service Request, Laptop Battery Replacement Form).

c. Where a computer device, monitor, laptop battery, headset, webcam, or accessory is out of warranty and experiences a hardware failure, an IT Services representative will assess whether the failed hardware component should be repaired, or the entire device should be replaced.

4.3. Hardware Support

a. All in warranty computing devices purchased under the University's computer device contracts will be fully supported by IT Services.

b. Where an approved computer device is out of warranty or has been purchased outside the University's computer device contracts best efforts will be made by IT Services to provide support.

4.4. Lost, Stolen or Damaged

a. Lost or stolen computer devices and accessories are to be reported to Campus Security and IT Services (via Service Request).

b. It is the responsibility of Colleges and Divisions to replace lost, stolen or damaged computer devices and accessories.

4.5. Decommissioning and Disposal

a. The decommissioning and disposal of computer devices, monitors and accessories will be managed by IT Services (Return Your PC Form).

b. End of life computers will be repurposed for: business continuity; provided to students in hardship; gifted to Tasmanian education and community groups; or disposed of via environmentally sustainable and lawful processes.

c. Computer devices, monitors and connected accessories should not be sold or gifted to staff.

d. All hard drives in computing devices will be wiped to ensure all privacy and confidential data is removed.

Related procedures

Not applicable.

Versions

Version	Action	Approved by	Business Owner	Approval Date
Version 1	Approved	Chief Operating Officer	Chief Information Officer	1 October 2021
Version 1	Reconfirmed	Chief Operating Officer	Chief Information Officer	5 October 2022

Definitions

Not applicable.