IT END USER DEVICE (EUD) PROCUREMENT OLA

This document sets out the policy to establish the principles applied to the procurement processes and procedures for IT End User Devices (EUDs) and associated peripherals within the University of Exeter.

What is an OLA;

The Service Level Agreement (SLA) is an agreement between an IT service provider and a customer. The Operational Level Agreement (OLA) is an agreement between an IT service provider and another part of the same organization, governing the delivery of an infrastructure service

1   PURPOSE

By defining the structure for procurement processes and procedures, the goal of this policy is to:

1.1   Ensure all staff understand the desired delivery timelines for standard items of kit. Anything that is deemed as nonstandard will receive a bespoke timeline depending on the type of item and current delivery build timelines from suppliers.

1.2   Ensure staff have access to the most appropriate equipment to enable and support them in achieving the strategic goals of the University.

1.3   Streamline the procurement of standard End User Devices (EUDs) and associated peripherals (excluding software), allowing for quicker turnaround times, a smoother end-user experience, increased budgetary control, more cost-effective purchasing.

1.4   Ensure all IT related items are ordered through suppliers sourced via an approved procurement route, predominately through compliant public consortium frameworks. Deliver value for money through good procurement practice and the development of an effective and co-ordinated approach to purchasing across both organisations.

2   SCOPE

2.1   To define the delivery time for all items of equipment required to complete the duties within your role.

2.2   This policy applies to all purchases of EUDs and associated peripherals purchased by University of Exeter staff.

3   KEY DEFINITIONS
The following definitions apply for the purposes of this policy:

3.1   This document will provide a clear, concise, measurable description of the service IT Services will provide to regarding end user devices and peripherals.

3.2   End User Device (EUD): Hardware that people can use to interact with data and applications such as desktop devices, laptops and tablets.

3.3   Peripherals: Any external device that provides input and output for an EUD, such as monitors, keyboards, headsets, mice and printers.

4.   POLICY STATEMENT AND CONTENT

4.1. EUD ENTITLEMENT AND PROVISION

4.1.1.   Staff: The standardised EUD hardware offering (aligned to the agreed needs of the role), will be provided from a centrally held budget. Hardware can be requested using this link

4.1.2.   Shared areas including teaching and learning spaces: A desktop workstation is the default device for these areas. For faculty specific spaces, end user device allocation is set out and agreed by the department or school responsible for that space. Each area is assigned a workstation type and will be allocated a device appropriate to that area.

4.1.3.   All EUD devices are procured and replaced at the end of their lifespan from a centrally held budget (a full list can be found in appendix A).

4.1.4.   Each established role within the institution is associated with a pre-defined, standardised EUD hardware offering package, agreed and approved by Future of Work.

4.1.5.   Equipment is provided based on the individual's needs to undertake their role.

4.1.6.   All staff with a role-based requirement for a device will be offered a Windows OS Device unless the requirement dictates a Mac or Linux device. (The standard hardware specification can be found in Appendix B) Our service catalogue can be found here

4.1.7.   If the standard hardware package issued to an employee is not deemed suitable by the requestor, then a Technical Evaluation Request will need to be submitted for an alternative device to be considered (see Section 4.2).

4.1.8.   Managers of individuals requiring additional support should follow link to our occupational health pages

4.2. ROLE TYPE REQUIREMENTS

4.2.1.   As part of the Future or Work, the following role types have been established

Role Type	Description
On-Campus	An on-campus role type describes a role where colleagues are on-campus all of their working time
Hybrid	A hybrid role type describes a role where work can be carried out either on-campus or remotely. The majority of University staff are likely to be defined as hybrid, although it is understood that the % on campus of these staff will not be defined by identifying this type of worker, and that

	this % is only ascertainable through business-need led conversations between line managers and staff. This % could shift as future changes to space use are implemented following the outcomes of the Adaptive Estate Report.
Remote	A remote role type describes a role which does not need to be on-campus at all, with all work carried out from a remote location.

4.2.2. Regardless of role (with exceptions for staff who have minimal use for IT in their daily duties) the minimum equipment requirement is likely to be

- A laptop
- A set of headphones

4.2.3. On-campus and hybrid role type additions

4.2.4. There is a requirement for the provision of the following equipment for shared desk use on campus (regardless of hybrid or on-campus role type):

- Desk
- Height adjustable chair
- Single or dual monitor
- A USB-C dock
- A USB keyboard
- A USB mouse
- Printers and Scanners – Access to if required
- AV Equipment – Access to if required

4.2.5. Exclusive hybrid role type additions recommendation

For an individual who has their workstyle deemed as hybrid there is an additional requirement for the following to be supplied for their remote workspace area:

- Single or dual monitor
- A USB-C dock
- A USB keyboard
- A USB mouse

4.2.6. Fully remote role type additions

A fully remote role type would receive the same provision of the on-campus role type.

4.2.   TECHNICAL EVALUATION REQUESTS:

4.2.1. A Technical Evaluation Request must be submitted for the purchase of any hardware not contained within the EUD Hardware Catalogue, or where the hardware allocated to an employee is considered unsuitable for them to carry out their duties.

4.2.2. The following criteria must be met for a request to pass the technical evaluation:

a) A clear statement as to what elements of their duties the requestor is unable to carry out using the EUD allocated to them, or peripherals available in the EUD Peripherals Catalogue must be provided.

b) An equivalent specification device is not available for purchase within the catalogue.

c) The device does not pose a security threat or create a vulnerability.

d) The device is compatible with the wider technical estate.

4.3. DEVICE DELIVERY:

4.3.1. Requests for new devices should be made by submitting a request through the self service portal.

4.3.2. In normal circumstances, delivery of standard catalogue items will be achieved within 5 working days of the request being placed. The OLA clock will operate during core working hours 0800-1800 Monday to Friday. Anything logged outside of those hours will automatically start the OLA clock at 0800 next working day.

4.3.3. At the start of the academic year, please give us much notice as possible in order to cater for increased demand.

4.3.4. Non-standard devices will be built-to-order by the manufacturer and are subject to the lead times from our suppliers. Customers will be advised of current lead times when the request is received by IT Services. An interim device will be offered if the device is required in advance of scheduled delivery.

4.4. HARDWARE REFRESH SCHEDULE

4.4.1. End user devices, apart from hardware purchased with grant funding, are centrally funded for refresh on a like for like basis in line with the technical lifecycle management table in Appendix A.

4.4.2. Over time IT Services may rationalise the replacement of devices to fewer standard device types in order to standardise the offering and improve the speed of servicing and maintenance.

4.4.3. Standard workspace peripherals (monitors, keyboards and mice), excluding items purchased individually by departments, will be centrally funded for replacement upon failure.

4.4.4. A Technical Evaluation Request will need to be submitted for anyone requiring an early replacement, or different specification.

4.4.5. Replacement equipment will only be issued once the asset scheduled for replacement has been returned to IT Services.

4.5. LOSS, DAMAGE OR THEFT

4.5.1.   Loss, damage or theft of any IT equipment must be reported to the IT Service Desk as soon as possible. The IT Service Desk team will record the incident and provide a reference number to the affected user.

4.5.2.   Loan devices will be issued during the period of repair for all damaged laptops and desktops where a like for like replacement cannot be provided.

4.5.3.   The loss or possible theft of any device capable of storing data must be reported to the IT Service Desk by the end user, in line with the University Data Breach Policy.

4.5.4.   Suspected theft of an EUD (as defined in Section 1), or peripherals over the value of £500 should be reported to the police at the earliest opportunity by the affected user. The crime reference number should be provided to the IT Service Desk, who will add this to the incident record.

4.5.5.   The IT Service Desk will liaise with the 2nd line support teams to arrange for a replacement device.

4.6. HARDWARE RETURNS/TRANSFERS

4.6.1.   All equipment remains the property of University of Exeter and must be returned to IT Services when staff leave the organisation.

4.6.2.   It is the responsibility of line managers to ensure that their employee's IT hardware is returned to IT Services.

4.6.3.   In instances where EUDs are purchased by the institution using grant funding on behalf of a third party, the hardware may remain the property of the third party.

4.6.4.   All EUDS must be returned to IT Services to be re-imaged before being re-issued, reallocated to a new user, disposed of, or returned to a third party.

4.6.5.   For devices at the end of their life we follow our campus disposal process located here

4.6.6.   IT Services will undertake to ensure that the device is serviceable and meets the requirements for staff to perform their role.

4.6.7.   If an employee moves to another role requiring the same specification device(s), the device(s) will transfer with them to their new role.

4.6.8.   If an employee moves to a new role that requires a different specification device(s), then their new manager must request a new device on their behalf. Their existing device must be returned when the new device is issued.

4.7.   COMPLIANCE

4.7.1.   It is the responsibility of all line managers to ensure that University of Exeter staff understand and are complying with the EUD Procurement Policy.

6   CONTACT FOR FURTHER INFORMATION

6.1   Richard Uren: Assistant Director, Service Management
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APPENDIX A – DEVICE REFRESH CYCLE

Windows Laptops/PCs	
Standard Windows Laptop	5 years
High Performance Windows Laptop	5 years
Standard Windows Desktop	5 Years
High Performance Windows Desktop	5 Years
Windows Tablets	5 years

Apple Laptops, tablets & peripherals	
Macbooks	5 years
Mac Minis	5 years
IPads	5 years*

Peripherals and Accessories	
PC Monitor (24" and 27")	7 Years
UoE Laptop Docks (Portable and full version)	7 years
Laptop backpack/Carry case	At user request
Smaller peripherals, e.g. Keyboard, mouse (incl. Apple), webcam, headset	At user request**

*Recognised the earlier refresh might be required if battery life is severely degraded prior to 5 years and if device is critical to role

** Peripherals will only be refreshed if either non-functional or cannot be cleaned to acceptable standard

APPENDIX B – STANDARD DEVICE SPECIFICATIONS

Standard Laptop	i5 processor, 16GB RAM, 512GB SSD 14" or 15" laptop, 13" tablet, 13" laptop (flip screen) or desktop PC
Standard (Mac OS)	M2 processor, 16GB RAM, 512GB SSD 13", 14" or 16" laptop or Mac mini
Standard + extra storage	i5 processor, 16GB RAM, 1TB SSD (SSD upgraded in Stores) 14" or 15" laptop or desktop PC
Standard + enhanced processing	i7 processor, 32GB RAM, 1TB SSD 14" or 15" laptop or desktop PC
Standard + enhanced processing (Mac OS)	M2 processor, 32GB RAM, 1TB SSD 13", 14" or 16" laptop or Mac mini
Standard + enhanced graphics	i7 processor, 32GB RAM, 1TB SSD, discreet graphics card 14" or 15" Zbook laptop
Non-standard	As requested