



Information Technology Procurement Policy

Scope & Purpose

The purpose of this policy is to provide a framework for the procurement of all IT hardware, software, and any externally hosted systems or software for the Students' Union.

The University has agreed standards in place for desktop software, operating systems, computer networks and computer hardware and peripherals. This standardisation is essential as it allows the University's IT Department to provide a quality service. The main benefit areas are:

- ILS Support Staff are familiar with hardware and peripherals, thus speeding up fault finding;
- The ILS Department is able to stock standard spares in order to reduce down time;
- Network, software and hardware installations are planned and coordinated centrally by experienced network engineers;
- IT staff with relevant skills are recruited.

This policy outlines the procedures that must be in place to achieve these benefits and to ensure the purchase, delivery and installation of IT equipment is coordinated successfully. This policy has been developed in conjunction with the University's ILE Department.

Software and Hardware Purchasing Guidelines:

The Operations & Business Development (OBD) Department is the sole authority for placing orders for IT software and hardware on behalf of the Students' Union regardless of the source of funding. All IT related purchases will need to have full approval and authorisation prior to requisitioning. Hardware and software cannot be purchased without approval by Operations & Business Development Manager.

All requests for purchasing of equipment or software, whether as individual items or as part of a larger project, will be sent to the University's ILS Department who will process the request as per the ILS process, unless a more cost appropriate alternative is found.

- OBD will make a decision whether to approve, decline or amend the requirements for the purchase of the equipment;
- If equipment or software is declined or changed, OBD will provide a brief explanation to the requesting manager for the decision; OBD will keep the customer informed of the decision and the outcomes if ordered.
- If the equipment is approved or changed then OBD will order the equipment directly with suppliers; Where equipment is authorised and ordered, an installation window will be proposed, however this may change according to IT priorities;

The ILS Department has a standard set-up procedure for new hardware, software and systems. This procedure ensures the equipment is configured correctly and that all IT security measures are addressed. This includes the setup of passwords, anti-virus software and security.

The ILS Department will not install software or hardware unless it has been involved in the specification of both. Hardware and software cannot be installed by non-ILS staff.

The ILS Department will ensure that all of the University's policies and procedures are followed when setting up software and hardware.

Installation of replacement equipment will be given priority over new equipment in order to maintain continuity in the existing service.

External IT Services Purchasing Guidelines:

External IT Services include: Hosting of software, accessing third party software (except via the internet), maintenance / support services and any other third party supplied IT related service including consultancy.

- All requests for External IT Services must be sent via the ILS Service Desk
- ILS is the sole authority for placing orders for External IT Services
- ILS will make a decision whether to approve, decline or amend the requirements for purchasing of these services.
- If external IT Services are declined or changed, ILS will provide a brief explanation to the requesting manager for the decision; IT Services will keep the customer informed of the decision and the outcomes if ordered.

Substantial IT Investment (>£10k)

Purchases involving substantial IT investment (>£10k) must be authorised by the Trustee Board.

- Applications for this size of project should follow the normal route via the ILS Department.
- OBD be consulted as part of the Business Case preparation as they will advise on the best solution and ensure that it meets user requirements, represents best value for money, is compatible with current infrastructure requirements and fits with the overall strategy. OBD will help in the production of the relevant Business Case for submission to Trustee Board as appropriate.
- Funding for projects of this size must have been budgeted and authorised by the CEO.
- Once the CEO has approved the proposal and prioritised the work accordingly, OBD will manage the IT implementation of both hardware and software utilising standard project management methodology.
- In all cases ILS must be represented on any project or project / programme Board for investments of this nature.

Desktop / Laptop Provision (Managed Service)

The University has a replacement policy for Desktop and Laptop provision via a third party managed service. This provision is designed to ensure that the equipment is both up-to-date and fully supportable whilst ensuring that the University obtains maximum value for money by utilising our volume purchasing power.

A standard range of equipment is available, however, specialist needs are catered for and special requests for non-standard or additional equipment should be made via the ILS Service Desk. Requests will be considered on an individual needs basis provided that no equivalent specification is available from the standard list.

Staff members are limited to a single desktop PC except where individuals need to be out of the office for periods of time then a laptop can be provided instead of the normal desktop PC / Terminal. Where a laptop is provided a desktop docking station and monitor can also be supplied for use in the office.

This equipment is replaced on a 3 year cycle across the University. This may be reviewed at any point dependant upon current strategy and the policy updated