

Annexure 1: Policy Template



Aga Khan University Hospital

Document Title:	AKU Laptop & Desktop Policy		
Department / Division:	Information and Communications Technology (ICT)		
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1.0 Policy Statement:

- 1.1 The University encourages the use of Information and Communications Technology (ICT) through various strategies including End-User Computing (Laptops and Desktops) for the benefit of the institution.
- 1.2 The Laptops and Desktops provided by the University and the data contained on them, are the property of the institution irrespective of the funding source (i.e Donation, Grants, and Academic and Research Funds) and are intended for institutional use only. The Institution reserves the right to access or delete the data and uninstall any software anytime without any formal notice.
- 1.3 AKU ICT has developed a policy on the [Acceptable use of IT Assets](#), which determine the use of ICT assets in AKU. Faculty and staff must ensure that they remain compliant with the policy and guidelines.

2.0 Terms and Definitions:

No specific terms or definitions required for this document.

3.0 Purpose:

The purpose of this policy is to provide the principles and processes for the acquisition of new and replacement of Laptops and Desktops. It is also to standardize the ICT equipment used across AKU.

4.0 Scope: This policy is applicable for the Aga Khan University and Hospitals in Pakistan.

5.0 Responsibility: All faculty, staff, and trainees

6.0 Process / Procedure:

- 6.1 ICT has been provided with the budget for the **replacement** of Laptops and Desktops which are acquired from the AKU institutional funds. All departments are responsible for the budget of **new or additional** Laptops and Desktops.
- 6.2 All departments are also responsible for the budget of **new, additional, and replacement** for all other End-User ICT equipment such as Printers, Multimedia, Scanners, etc.
- 6.3 The process of replacement of a Laptop or Desktop and the disposal process of the old Laptop or Desktop is provided in **Annexure C**.
- 6.4 The record of Laptops and Desktops are maintained by the Finance division in the Asset Register.
- 6.5 It is the responsibility of Users and their respective departments to ensure the physical security of all ICT equipment assigned to it.
- 6.6 ICT will manage technical evaluation for all ICT equipment to be purchased for the Institution.
- 6.7 Purchasing and Supply Chain Management Division (PSCMD) will negotiate prices.
- 6.8 ICT in coordination with the Purchasing and Supply Chain Management Division (PSCMD) has developed an [Information Technology Purchase Catalog](#) for Users to review the approved specifications and prices for End-User ICT Equipment.
- 6.9 ICT will enforce a single device policy where Users can only have a Laptop or a Desktop (not both) based on business requirements. Multiple devices with one employee will not be allowed. The entitlement for Laptop is mentioned in **Annexure A**.
- 6.10 The Operating System, Microsoft Office Suite, and other standard software will be provided by ICT during the installation. Any licensed software outside of this ambit and is required by the department shall be procured by the User through PSCMD on their respective department budget.
- 6.11 The responsibility of the data backup remains with the User, to whom the Laptop or Desktop is assigned, and its department. They are responsible to adequately backup their critical data on to Microsoft OneDrive or any other workspace provisioned by ICT. Users shall be accountable in case of loss of any data.
- 6.12 ICT will encrypt all new Laptops, whereas the User is directly responsible to share Laptop information to ICT for encryption of existing Laptops that have not been encrypted.
- 6.13 The Laptop and Desktop life cycle/refresh cycle is three years. ICT is responsible to decide and prioritize replacement based on technical evaluation and budget availability.
- 6.14 The User has the choice to avail of a buyback option for the machine assigned to him/her. Similarly, the User who is leaving the institution can avail of the buyback option. The details of buy-back are covered in **Annexure B**.
- 6.15 In case of theft, loss, or damage to the official Laptop or Desktop, the owner is required to report the matter immediately to the Safety and Security department by filling the Incident Report Form (IRF).

A request for replacement will be considered after the Safety and Security department's recommendation on IRF.

- 6.16 In case a User is transferred from one department to another, the Laptop or Desktop will be retained in its original department where it was purchased. The department must inform Finance about the new User to whom Laptop or Desktop is given through the Asset Transfer Form so that the custodian's name can be updated in the Asset Register.
- 6.17 In case of transfer to another department or leaving the institution, the employee is required to return and handover the Laptop or Desktop along with the data to the department manager before the last working day.
- 6.18 It is the responsibility of the department to ensure that the User hands over the Laptop before leaving the institution.

6.19 **Exceptions to the Policy**

The Laptops and Desktops purchased through restricted funds which means Grants, Deans and Department funds are not in scope of centralized ICT Laptop and Desktop replacement budget. In this case, the user department needs to ensure that the budget is available for their replacement in consultation with Finance. ICT will remove the Laptops and Desktops from AKU network if not replaced after 3 years and/or pose any security risk.

The Chief Information Officer (CIO) owns this policy and is authorized to approve exceptions as required.

7.0 Compliance Reference: No specific regulatory reference is provided for this policy.

8.0 Measures of Compliance: No specific measures of compliance.

9.0 Reference: No specific references provided.

10.0 Related Institutional Documents: Acceptable use of IT Assets

11.0 Annexures:

Annexure A

Laptop Entitlement

1. A faculty member or staff will be entitled to a Laptop provided he/she meet at least one of the below criteria and as approved by the Divisional Head and reviewed from ICT. Whereas, everyone else requiring a computer will have regular Desktop.
 - The job requires 24/7 access to data and support
 - The job requires frequent business travel (as a guideline on an average three or more travel per year)
 - The job requires frequent on-field work or work from home
2. Laptop entitlement is given in below table:

#	Category	Entitlement *
1	Executive Committee Members	Users' Choice
2	Vice Provost, CEO, Dean, DG, Registrar, Head of the Institutes (such as IED), COO, Chairs, Professors, Directors	Business Class
3	Associate Professors, Assistant Professors, Senior Managers, Managers, and all other eligible employees	Standard Class

- Specifications and costs have been provided in the [Information Technology Purchase Catalog](#)
- To maintain a homogeneous environment, ICT recommends the use of Windows-based Laptops. MacBook can only be purchased as a replacement against the existing Macbook or if there is a need to perform specific job functions which ICT to evaluate. In both cases, it will also require approval from the respective Entity Head. ICT will keep track of these transactions since this would increase the cost of replacement in the future.

Annexure B

Laptop and Desktop Buy-Back

1. The buy-back option applies to both the existing Users and Users who leave the Institution provided all six criteria mentioned below are met:
 - Buyback is applicable for the Laptop or Desktop, which is in the current use of the intended buyer (shared Laptops or Desktops are not part of the buy-back option);
 - The minimum useful life of three years is over;

- ICT technical evaluation of the machine;
- Replacement budget is available with ICT;
- The Laptop or Desktop has not been purchased with external Grants funding;
- The Laptop or Desktop has not been imported by AKU

2. The User will pay buy-back cost as mentioned in the table below:

#	Number of Years	Cost
1	3 years+ up to 4 years	1/5 of purchase price
2	> 4 years	1/10 of purchase price

3. The following process will be followed for buyback:

- 3.1. User will raise the request for buyback;
- 3.2. The date of purchase and purchase price will be extracted from the Asset Register maintained by Finance;
- 3.3. Finance and ICT will evaluate buyback based on above criteria;
- 3.4. In case of approval, User will proceed for payment (via direct payment or through payroll);
- 3.5. After the payment by User, ICT will arrange to remove AKU licensed software;
- 3.6. After software removal, User will fill the Asset Write-off Form and sign-off from Divisional Head and ICT to submit in Finance;
- 3.7. Finance will remove the respective Laptop or Desktop from the Asset Register

Annexure C

Laptop and Desktop Disposal Process

1. Based on available budgets, ICT will decide when a Laptop or Desktop needs to be replaced; the User will be informed.
2. ICT will provide the replacement Laptop or Desktop to the User.
3. Old Laptop or Desktop will remain with the User for 5 working days to transfer the data, after that the equipment will be removed from the AKU domain. It is the responsibility of the User to ensure that all User data is transferred. ICT is not accountable in case of loss of any data.
4. ICT will pick up the old equipment from the User location and remove the Hard Drive; ICT will destroy the Hard Drive.
5. ICT will develop a schedule with Disposal Department to pick up the old equipment from the ICT storeroom.
6. ICT will share the Asset Write-off and Asset Transfer Forms to the Finance department along with the name (custodian) of the User to update the Asset Register.
7. The Finance will update the Asset Register.

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13.0 Key Searchable Terms: Laptop and desktop replacement, buyback, entitlement, disposal

14.0 Documents Change Record:

Review #	Review Date (dd-mm-yyyy)	Description Of Change	Identification of Change	Approved By
0	01-07-2020	Initial Policy	Nil	CIO
1	15-01-2021	Annexure C: Laptop and Desktop Disposal Process	Process improvement in Annexure C	CIO
2	06-04-2021	6.18: Exceptions to the Policy	Added exception	CIO
3	01-03-2024	Update template	Incorporated in new template provided by QPSD	CIO