

GENERAL INSTRUCTION MANUALG. I. Number **299.080** ApprovedISSUING ORG. **AREA INFORMATION TECHNOLOGY DEPARTMENT**ISSUE DATE
May 2010REPLACES
08/2008SUBJECT **GENERAL BUSINESS INFORMATION TECHNOLOGY STANDARD
PRODUCTS FUNDING, CATEGORIES, & APPROVAL**APPROVAL
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1 of 10**SCOPE**

This General Instruction (GI) defines the categories of general business Information Technology (IT) standard end-users and networking devices, and software for which IT is the proponent organization.

This also specifies instructions on funding requirements of IT standard products (hardware and software), consumable items, and miscellaneous accessories through Area Information Technology Department's (AITD) and Business Line organizations' annual Net Direct Expenditure (NDE) and Capital BI budget funds, as detailed in sections 3.1.1 (AITD NDE Fund), 3.1.2 (BL Organization Department NDE Fund), and 3.2 (Capital BI)

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2 of 10**1.0 DEFINITIONS**

BL	Business Line
IT	Information Technology
AITD	Area Information Technology Department
ITAMS	IT Assets Management System
LAN	Local Area Network
OEM	Original Equipment Manufacturer
Projects	Projects/Major Enhancements with a Direct Cost in excess of \$250,000

2.0 USE & INTENT OF THIS GI

- 2.1 This GI is for the use of Saudi Aramco organizations and for reference by affiliate companies.
2.2 All comments and questions relating to this GI shall be directed to AITD.

3.0 GENERAL BUSINESS IT PRODUCT APPROVAL POLICY

- 3.1 Information Technology (IT) will designate general business IT products, as "Standard" or "Restricted" for procurement and use by Saudi Aramco. For those products, which do not fit the previous categories, a third selection, "Other Products", is to be used. These designations, and their associated considerations of approval, funding, support and maintenance, are defined in the subsequent sections of this GI.
- 3.2 The categorization of IT products is maintained by IT and is available in IT Assets Management System (ITAMS), with the exception of "Restricted" items
- 3.3 IT shall be the only organization responsible to fund and purchase IT standard end-users products (hardware and software) for computing and communications.
- 3.4 IT will not be responsible for support maintenance of IT standard end-users products purchased and funded outside IT-sponsored funds.

4.0 FUNDING**4.1 Net Direct Expenditure**

The annual Net Direct Expenditure (NDE) fund shall be AITD's and other BL organizations' prime funding source in the acquisition of IT standard end-user computing devices, software and peripherals, consumable items, and other miscellaneous accessories related to end-users computing devices as detailed in sections (4.1.1 & 4.1.2).

IT end-user devices & software, which are requested by BL organizations through the ITAMS Forecast Management, should not be funded using Net Direct Expenditure (NDE) from any BL organizations.

4.1.1 AITD NDE Fund

4.1.1.1 To lease or purchase IT standard end-users computing hardware and peripherals, such as, Desktop PCs, monitors, laptops, scanners, and printers.

4.1.1.2 To purchase stand-alone client software. This should be coordinated with Solutions Demand Management Group/Demand Management Division/IP&TPD.

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PAGE NO.
3 of 10**4.1.2 BL Organization NDE Fund**

4.1.2.1 To purchase all “consumable items” related to IT end-users devices, such as: toner cartridges; paper; fuser assemblies; staple wires; batteries for laptop/mobile phone/radio; etc.

4.1.2.2 To purchase “miscellaneous accessories” related to IT end-users devices, such as: monitor filters for desktop PC; laptop/mobile phone carrying cases; CDs/DVDs; mice & keyboards; audio headsets for PCs and mobile phones; PC speakers; all cables for peripheral connectivity & power; web cameras; flash/USB memory; removable hard disks; battery chargers, and radio antenna.

4.2 Capital BI

The IT Capital BI (Communications Network Upkeep) shall be the prime funding source for business end-user wireless communications devices, such as, Navigation, mobile phones (GSM, Blackberry, PDA and satellite phones) radios, pagers, etc.

4.2.1 The Capital BI includes funding for:**4.2.1.1 Hardware Replacement & Software Upgrade Program**

IT plans for the replacement of technologically obsolete IT products, such as end-user wireless communications devices (e.g. BlackBerry, PDAs, GSM & satellite phones, radios, pagers, etc.).

4.2.1.2 Other Hardware & Software

4.2.1.2.1 The procurement of IT managed servers is funded by Enterprise Computing Systems Capital BI.

4.2.1.2.2 Funding of corporate software licenses, such as SAP and Microsoft Enterprise software shall be the responsibility Computer Operations Department. This should be coordinated with Demand Management Division/Information Protection & Technical Planning Department (IP&TPD).

4.2.1.2.3 Requirements for Computer Applications solutions should be submitted to and reviewed by Solutions Demand Management Group/Demand Management Division/IP&TPD. Approved solutions will be planned for and funded by IT NDE or BI.

4.2.2 Project BI Requirements

This section defines the acquisition of IT standard hardware and software through end-user organization Project BI.

4.2.2.1 Requirements for IT standard end-user computing and wireless communications devices and software shall be included as part of the scope and communicated to IT Demand Management Division during the Project BI development.

4.2.2.2 Requirements for IT standard end-user devices and software shall be included as part of the Business Lines annual forecast cycle funded by IT.

4.2.2.3 Project BI funded IT standard hardware and software shall be acquired by utilizing existing IT-sponsored and established Purchase and/or Lease Agreements.

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- 4.2.2.4 For proper inventory management, the purchase of Project BI funded IT standard hardware that require Physical ID shall be processed through the ITAMS, as per Section 6.0 of this GI.

5.0 GENERAL BUSINESS IT PRODUCT CATEGORIES

The specific application of the three categories varies slightly between hardware and software products. This section provides the general definition and restrictions for each category, followed by specific application differences between hardware and software.

5.1 Standard Products

Standard Products are those adopted by IT for standardized general business requirements, which are as follows:

5.1.1 Hardware

Standard hardware products category shall include:

(a) Any of the following:

End-Users Devices

Desktop PC
Laptop PC
Printer
Scanner
Monitor
Plotter
GSM/ Satellite Phone
PDA
BlackBerry
Radio
Pager
Navigation
Fax Machine

Networking

Server
Routers
Firewalls
Intrusion Prevention Systems
Proxies
LAN / WAN Switches
Wireless LAN Switches
Broadband Fixed Wireless
WiMAX

(b) Add-ons and upgrades to the standard workstation configuration are included in this category, but are requested and purchased separately, which are as follows:

- Internal hard and floppy disk drives
- Co-processors
- Processor upgrades
- Backup drives
- Other internal add-ons or upgrades

(c) Once a hardware product is approved as standard, all coincidental requirements, such as adapters, cables, software drivers, etc. are assumed to be approved in the same classification.

It is important to note that, selection of standard hardware products is covered by IT review to establish configurations and prices via technical evaluation and worldwide bid price development. Since standard hardware is subject to change, IT will continue to provide maintenance and upgrade support for previous standard hardware for a reasonable period. This period will be determined by the hardware type, quantity, cost of units in service, changes in the market place, and the availability of local support. Information Protection & Technology

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Planning Department (IP&TPD) is responsible for the periodic review and recommending the guidelines related to obsolete hardware products, and ensuring its replacement and retirement from operational service. As part of the annual planning process, changes in criteria and the associated equipment are announced.

- (d) Before any frequency sensitive equipment (such as a radio) product is approved for procurement, coordination with Government Coordination Group/ Communications Engineering and Technical Support Department shall be made for the required frequency usage authorization and availability.

5.1.2 Software

Standard software products are provided automatically as part of any new desktop and laptop PCs packages. Once a software product is approved as standard, the approval is assumed to be for the "most current version". This category includes:

- (a) An appropriate Operating System for the desktop and laptop
- (b) A selection of widely used and standard software for general purpose computing functions. Standard software currently includes application, such as, word processing, presentation, PDF (Adobe Acrobat) reader, and spreadsheet products
- (c) Virus protection software
- (d) Electronic mail software
- (e) SAP front end software
- (f) Documentum software

The above list may change from time-to-time as the industry changes. Products previously on the list will not be assumed to be "grandfathered" as far as continuing updates are concerned. Users are encouraged, and will be assisted in converting to new standard products, as rapidly as possible.

5.2 Restricted Products

Restricted products are those identified and controlled specifically by the designated Saudi Aramco organization responsible for standardization or other managerial requirement in the area of the application.

Special interest areas include products deemed to have major impact on company policy or business practices, or the standardization requirements of a Saudi Aramco organization

Examples of Restricted Products are:

- (a) Hardware and software products for Local Area Network (LAN) and Wide Area Network (WAN) connection including:
- LAN servers/ switches and software
 - WAN routers / WAN switches
 - Firewalls
 - Intrusion Prevention Systems
 - Proxies
 - Wireless LAN systems/ Broadband Fixed Wireless/WiMAX
 - Network Interface Cards/ Modems
 - Data Storage Systems
 - Telephone switches
 - Video Conferencing Systems
 - VSAT
 - Radar

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These products are restricted by IT and must be standardized to assure IT's ability to provide necessary interconnection compatibility and reliability, support, and training.

- (b) Computer Aided Design and Drafting (CADD), Drawing Management System (DMS) and Geographical Information System (GIS) special purpose equipment and software are restricted by Corporate Applications Department/ IT.
- (c) The proprietary Process Automation/Instrumentation material associated with Process Automation Systems (PAS) including, but not limited to, equipment and software for Distributed Control Systems (DCS), Supervisory Control and Data Acquisition Systems (SCADA), and Plant Management Information Systems, are restricted by the Process & Control Systems Department (P&CSD)/Engineering Services administrative area. The determination for bundled process automation systems, including general business computing products, will be resolved on a case by case basis by IT and P&CSD/Engineering Services.
- (d) Arabic language special purpose computing equipment or software is restricted by company policy with review and approval delegated to the IT Admin Area Head.
- (e) Computer Aided Software Engineering (CASE) products, application modeling tools, application development software, Internet/Intranet software and web-based application development software are restricted by IT as per established procedure.

The Restricted categories specifically detailed above are considered to have been previously approved. Any additions or deletions from this list shall be made through a letter request to IT from the sponsoring organization(s). Sponsoring organizations shall request addition or deletion through IT by identifying the area of interest, the sponsor, the special approval authority and procedure, and the justification for the restriction.

IT, may on occasions, require the sponsoring organization to re-justify product inclusion in the restricted category.

5.2.1 Hardware

After special approval is obtained, IT does not normally provide maintenance or training for restricted hardware products. The Restricted hardware products may be maintained by service order at the user's expense. IT cannot guarantee the maintenance contractor's ability to obtain parts or perform repairs.

5.2.2 Software

After special approval is obtained, upgrades for restricted software products are obtained only via ITAMS Request and only if the upgrade can be obtained through normal IT procurement channels, including Procedure 26¹. If the upgrade cannot be obtained through the normal channels, the user will be required to purchase a full price new package.

¹ This Procedure provides guidelines for procurement by Saudi Aramco of software licenses, except for U.S. Company licensed software and software licensed by vendors in connection with purchase instruments issued by Saudi Aramco.

5.3 Other Products

Requests for computing, networking, and communications devices of all types that are outside the Standard product category, will normally be disapproved. IT encourages its users to adopt standard and recommended hardware and software technologies.

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This is the default category for new products. New product, in this instance, is defined as any product not previously entered in the ITAMS. For this case, users will be required to identify fully the product and the Original Equipment Manufacturer (OEM) and their address to enable IT to arrange procurement. Mail order or other third party resale catalog information is not adequate for this purpose unless it contains full OEM information.

Products outside the Standard or Restricted categories will not require special approval unless these are determined to be restricted upon IT review. In this case, the product will be marked Restricted and the user is advised that the special approval for the particular restricted category applies. This should only occur for new products not previously entered in the ITAMS.

IT will review applications for new products to determine compatibility with the corporate network and existing hardware and software.

IT will not provide training support, installation, problem assistance or maintenance support for product(s) purchased outside IT standards or without prior approval from IT.

5.3.1 Hardware

Maintenance, replacement in case of failure or obsolescence for all Other Products category hardware will not be provided by IT.

5.3.2 Software

Software upgrades for products in the Other Products category are obtained only via ITAMS Request and only if the upgrade can be obtained through normal IT procurement channels. If the upgrade cannot be obtained through normal channels, the user will be required to purchase a full price new package.

Current general examples in this category include:

- Educational software for Training and Saudi Aramco schools.
- Special purpose medical diagnosis or record keeping software for the Medical Department.
- Material or structural evaluation or simulation software for Engineering.

IT will not replace or upgrade any software categorized as Other Products.

6.0 ACQUISITION & PURCHASE APPROVAL OF IT STANDARD PRODUCTS**6.1 Acquisition Method**

Except for IT-leased products (e.g. desktop and laptops PCs), the acquisition of IT standard hardware products that require Physical IDs for proper inventory management and control, shall be purchased and processed through the ITAMS, and Purchase Requisition shall be created, processed for approval, and issued by IT Purchasing Group/IT Admin Support Staff to Purchasing Department.

IT-leased products (e.g. desktop & laptop PCs) that require Physical IDs shall be leased and processed through the ITAMS, and Contract Release Purchase Order shall be created, processed for approval, and issued to respective vendor. Product items that do not require any Physical IDs, such as, "consumable items" and "miscellaneous accessories" shall be purchased and processed directly using B2B or Direct Charge Purchase Requisitions, and funded through end-user organization's annual NDE funds.

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Exhibits A, B, and C of this GI outline the acquisition tool, eligibility and required approvals for IT products, consumable items, and miscellaneous accessories.

6.2 Purchase/ Lease Approval

The Purchase Requisition (PR) or Contract Release Purchase Order (CRPO) approval of IT standard products for hardware and software created through the ITAMS shall go through the applicable approver level based on the PR's/CRPO's estimated value and charge account, whether Capital BI/Master Appropriation or NDE funded.

7.0 APPROVAL

Date

Issued by: _____

SULAIMAN H. ARJAH, Manager
Area Information Technology Department

Date

Approved by: _____

H.K. ABU KHADRA, Executive Director
Information Technology

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IT Standard End User Devices	Eligibility	Approval Required	Tools to Request
DESKTOP PC	New employee as per BL forecasted quantities. <i>(Employee is eligible for one PC only. If additional PC is required, Admin Area approval is required.)</i>	Admin Area Head approval through annual BL organizations forecast cycle and department head approval at the time of submitting individual forecast request.	IT Assets Management System, as per BL forecasted quantities.
MONITOR	Assigned along with the desktop PC. <i>(Employee is eligible for one monitor only. If additional monitor is required, Admin Area approval is required.)</i>		
LAPTOP PC	Employee or group of employees assigned to new projects and job requires performing activities after regular working hours. <i>(BL organizations are required to use assigned laptops as a pool and allocate to the employee as per project. Business justification is required.)</i>		
PRINTER (PERSONAL & NETWORK)	Unit heads and above for personal (local) printers/ scanners and employee work group for network printers/ scanners.		
SCANNER (DESKTOP & NETWORK)	<i>(BL organizations are required to use the installed multifunction network copiers, which are leased with a full coverage of maintenance and all consumables.)</i>		
PLOTTER	All BL organizations with business justification.		
SOFTWARE	Employee with business justification.		
FAX MACHINE	All BL organizations with business justification. <i>(BL organizations are required to minimize the use of fax machines and utilize e-fax services.)</i>		

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Direct Charge Purchase Requisition & Funded under Customer Organization's Annual NDE**

IT Product	Eligibility	Approval Required	Tools to Request
CONSUMABLE ITEMS: (Toner Cartridges, Paper, Fuser Assemblies, Staple Wires, Batteries for Laptop/ Mobile Phone/ Radio, etc)	Employees from any business organization. <i>(IT, as a service provider organization will have no involvement in the purchase and issuance of these items.)</i>	Based on the Purchase Requisition estimated value and customer organization's charge account approval authorization.	B2B or Direct Charge Purchase Requisition
MISCELLANEOUS ACCESSORIES: (Desktop Monitor Screen Filters, Carrying Cases for Laptop/ Projector/ Mobile Phone, CDs/DVDs, Mice & Keyboards, Speakers, Headsets & Microphones for PC/Mobile Phones, Cables for Peripheral Connectivity, Web Cameras, Flash Memory, Removable Hard Disks, , Mobile Phone Car Kits & Battery Chargers, and Radio Antenna, etc)			

Exhibit-C**List of IT Standard End-User Devices Purchased through ITAMS & Funded under IT Capital BI**

IT Standard End-User Devices	Eligibility	Approval Required	Tool to Request
RADIO	Employees with business justification.	Admin Area Head approval through annual BL organizations forecast cycle and department head approval at the time of submitting individual forecast request.	IT Assets Management System, as per BL forecasted quantities.
MOBILE PHONE (GSM/ SATELLITE/PDA/Blackberry)			
PAGER			
NAVIGATION (GPS, DGPS & RADAR & <i>Emergency/ Rescue Device</i>)			