ITP127

SOFTWARE AND HARDWARE ACQUISITION AND MAINTENANCE PROCEDURE

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1. POLICY INTRODUCTION

This document sets the procedure for management of hardware and software acquisition and maintenance process at National Ambulance. This is to ensure that all staff are aware of the appropriate actions required to request software and hardware. Also, to ensure safe and secure handling of National Ambulance owned software and hardware throughout the lifecycle.

2. SCOPE

To ensure effective and efficient control, utilization, safeguarding and management of hardware and software. To specify the processes required for acquisition, deployment and maintenance of hardware and software.

3. ROLES AND RESPONSIBILITIES.

Sr. No.	ROLE	FUNCTION RESPONSIBILITIES
1	Management	Approve and formally support this policy.
2	PMO Sector Head	Responsible for the review of this policy.
3	BSS Sector Head	Responsible for the review of this policy.
4	IT Manager / Acting Manager / Team Lead	Responsible for the preparation and monitoring the implementation of this policy.
5	IT department	Responsible for the implementation of this policy.

4. POLICY STATEMENT

This document sets the procedure for management of hardware and software acquisition and maintenance process at National Ambulance. This is to ensure that all staff are aware of the appropriate actions required to request software and hardware. Also, to ensure safe and secure handling of National Ambulance owned software and hardware throughout the lifecycle.

4.1   SOFTWARE ACQUISITION PROCESSES

4.1.1 SOFTWARE STANDARD

The following list shows the standard suite of software installed on company computers (excluding test computers) that is fully supported by IT department. For new staff, the following softwares will be provided:
Microsoft Windows 10 or later
- Microsoft Outlook
- Microsoft Office (Word, Excel, PowerPoint, Access, Photo Editor)
- Microsoft Internet Explorer / Chrome
- Local Explorer
- Antivirus
- Adobe Acrobat Reader

4.2   ACQUISITION

- User can request for additional software by raising a purchase request. If the request is within the approved software standard 4.1.1, then the purchase request will be submitted against IT budget.

Otherwise, the purchase request will be raised against any other approved budget item.
- Head of department/Project manager ensures that the project specific software requirements are included in the project budget.
- Procurement of these software will follow processes as per logistics and procurement procedure.
- The purchase requisition goes to IT department after approvals to help in detailing the purchase request form and provide technical advice and support for these purchases.
- Once the software is purchased, it is provided to IT department
- When new software and applications are acquired, corresponding record is created in the asset register.

4.3   DEPLOYMENT

The IT department is responsible for installing and supporting all software and applications on company computers, if required with involvement of vendor teams. These responsibilities extend to:

- Office desktop computers
- Company laptop computers

Allocation record must be updated in asset register.

4.4   MAINTENANCE

- Any IT asset that is deemed to be ready for disposal, necessary steps to remove any data and software license release steps to be performed, and record in asset register as available.
- IT department coordinate with Procurement and vendors for any change / renewal requirements.

4.5   HARDWARE ACQUISITION PROCESSES

4.5.1 HARDWARE SPECIFICATION

The following list shows the hardware configuration. For new staff, the following hardware configuration will be provided.

Desktops
- Intel Core i7
- 16GB DDR4 RAM
- 512GB SSD / Flash
- Windows 10 or later
- Mouse
- Keyboard English- Arabic
- 3Yr Warranty

Laptops
- Core i7
- 16GB RAM
- 512 GB SSD / Flash
- 15.6" or 14" Screen
- Windows 10 or later
- 3 Year Warranty
- Optical Mouse
- Keyboard English- Arabic
- Carry Case

Monitors
- Monitors 24" viewing area, 1024 x 768

- User can request for additional hardware by raising a purchase request. And IT will be verifying the requirement of the work and the eligibility of the hardware for each role. If the request is within the approved hardware specification 4.5.1, then the purchase request will be submitted against IT support budget. Otherwise, the purchase request will be raised against any other approved budget items.
- Head of department/Manager ensures that the project specific hardware requirements are included in the project budget.
- Procurement of these hardware will follow processes as per Procurement Policy and Procedure.
- The purchase requisition goes to IT department after approvals to help in detailing the purchase request form and provide technical advice and support for these purchases.
- Once the hardware is purchased, it is provided to IT department.
- When new hardware is acquired, corresponding record is created in the Asset Register.
- Hardware, being desktop and laptop computers, will be replaced at a minimum every Four years or once the performance of the device has declined to such an extent that further use of the device renders the user inefficient in undertaking their daily tasks.

4.7   DEPLOYMENT

- All hardware will be deployed by IT Support, if required with involvement of vendor teams.
- Allocation record must be updated in Asset Register.

5.   RELEVANT LEGISLATION

Code, Name of Legislation	Jurisdiction
N/A	N/A

6.   RELEVANT CONTROLLED DOCUMENTS

Controlled Document Code	Controlled Document Name
PUF101	Purchase requisition

7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to PMO@nationalambulance.ae .

8. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:
- IT Manager / Acting IT Manager

Change Brief

Version No.	Date	Change
1	November 2022	New Document