End User Computing Device Procurement Policy

Printed copies are for reference only. Please refer to the electronic copy in the Policy and Procedure Manager (PPM), the electronic policy management system (EPMS), to ensure you are referring to the latest version.

Purpose:

This policy assists Murdoch University IT Services to effectively manage the university's End User Computing Device (EUCD) fleet.

IT Services is accountable for the procurement, management and support of the Murdoch University EUCD fleet. This accountability was decentralised throughout professional services and academy administration functions previously and this policy will assist the transition of management responsibility.

Audience:

Murdoch University Employees (Staff)

Objectives:

- Efficient centralised procurement and supply of university EUCDs.
- Maintain industry "good practice" hardware lifecycles.
- Procure fit for purpose devices.
- Maximize device utilization.

Definitions:

Any defined terms below are specific to this document. The definition of common terms appears in the Murdoch University Dictionary of Terms.

- "End User Computing Device (EUCD)" means a computer (desktop, laptop or tablet) that is used by employees or students to access Murdoch University systems and information.

- "Fleet" is when referring to all or a sub-set of, Murdoch University EUCDs. For example, the staff fleet would refer to all computers used by staff for daily work purposes. The lab fleet would refer to all computers located in student study or teaching labs etc.

- "Managed Operating Environment (MOE)" is used Used to describe the combination of hardware, software, local, network and security configurations that produce a standard, consistent and manageable computing experience for end users. What constitutes the Murdoch MOE is published in the "Managed Operating Environment Standard".

- "Supported" in this policy, refers to EUCDs that meet the appropriate conditions described in the "End User Computing Device Support Guidelines" hence are entitled to receive normal IT Services support for incident resolution or request fulfilment.

- "Limited Support" in this policy, refers to EUCDs that deviated from the managed workstations and does not meet the criteria for Unsupported Workstation. Hence may be entitled to a limited level of support restricted to 1st level technical support and best efforts undertakings.

- "Un-supported" in this policy, refers to EUCDs that do not meet the conditions described in the "End User Computing Device Support Guidelines" and hence are not entitled to receive normal IT Services support. There is no obligation or responsibility on IT Services to provide any level of support for incident resolution or request fulfilment related to an un-supported EUCD. An un-supported EUCD may be the subject of a memorandum of understanding between the end user and IT Services (if one was agreed) which may describe specific support entitlements.

- "New EUCD" refers to a device that is:
    - for a newly established, funded and occupied full time position in the Murdoch University organisational structure. If this position is shared by fractional employees, it is expected those employees will share the supplied EUCD.
    - as part of a research or project activity.
    - as part of a newly commissioned teaching space, lab or other computing facility.

- "Replacement EUCD" refers to a device being procured or re-purposed to replace an end of lease device or a device previously purchased outright and now owned by the university.

Roles and Responsibilities:

- The College Business Managers through college leadership positions shall ensure that staff are aware of and comply with this policy.

- The Director Information Technology Services through professional services leadership positions shall ensure that staff are aware of and comply with this policy.

- The Director Information Technology Services through the IT Services Management team shall ensure that IT Services team members advising on or fulfilling procurement requests notify staff of their responsibility to comply with this policy.

- The Director Information Technology Services through the IT Client Services Manager shall be the approval authority for exemptions and exceptions.

Policy Statement:

1. IT Services are the budget owner and custodian of all Murdoch University EUCDs.

2. Procurement of all Murdoch University EUCDs must be conducted by IT Services.

   2.1 Any EUCD procured from 1 January 2019 onwards that was not procured through IT Services is considered un-supported by IT Services unless an exception has been authorised by IT Services.

3. All Murdoch University EUCDs will be procured under a lease agreement, not purchased outright.

   3.1 Exceptions to this statement may be required in specific circumstances.

   3.2 Exceptions must be clearly justified by the requestor and authorised by IT Services prior to procurement.

4. All requests for new EUCDs must be made via the Murdoch Support portal.

   4.1 IT Services will maintain a standard selection of EUCD models within the Murdoch Support IT Service Catalogue.

5. By default, all new and replacement EUCDs will be standard models as described in the IT Service Catalogue.

   5.1 IT Services will assist the end user to determine the most appropriate model for their requirements.

   5.2 IT Services will offer both laptop and desktop form factors in all device categories.

   5.3 Specialised or custom EUCDs must be justified by the requestor and authorized by IT Services prior to procurement.

6. Any EUCD that becomes surplus to requirements or is not utilised consistently for a period of time exceeding 120 days, may be recovered by IT Services.

7. IT Services may re-purpose recovered EUCDs in lieu of procuring new devices.

8. IT Services will not procure new devices for staff members temporarily or permanently moving into existing roles / positions. Staff will be required to use the existing EUCD that was utilised in that same role.

9. IT Services will not procure an additional new EUCD for a staff member who already has a EUCD for use.

   9.1 Exceptions to this statement may be required in specific circumstances.

   9.2 Exceptions must be clearly justified by the requestor and authorised by IT Services prior to procurement.

10. All leased EUCDs will be returned to the leasing provider at the end of lease.

    10.1 IT Services may extend a EUCD's lease term in mitigating circumstances however such extensions cannot exceed 12 months.

    10.2 Buy-out or purchase of previously leased equipment is not permitted.

    10.3 All EUCD's returned at end of lease are subject to certified data destruction by the lease provider.

11. All non-leased EUCDs that reach end of life will be recovered and recycled by University preferred service providers.

11.1 Purchase of non-leased end of life equipment is not permitted.

11.2 All EUCD's that are recycled are subject to certified data destruction by service provider.

12. Research Grants and Project Capital Funding

12.1 EUCDs procured as part of research grant activity or project delivery activity must be funded by the grant or project throughout the entire duration of the activity and the lease agreement.

12.2 EUCDs replaced during a project or research activity must also be funded by the grant or project budget.

13. New teaching space, lab or computing facility

13.1 EUCDs procured as part of a new teaching space, lab or computing facility must be funded for the total cost of the initial lease agreement (3 or 4-year lease) by the project or capital works budget allocated to commissioning the facility.

13.2 IT Services will replace these EUCDs as normal at the end of the initial lease agreement.

Non-Compliance:

- Non-compliance with this policy will result in the relevant EUCD(s) being considered un-supported by IT Services and these devices may be refused connection to Murdoch University systems, networks and infrastructure.

- Requests for exceptions or exemptions must be justified by the requestor through a business case submission to IT Services or other suitable process as advised by IT Services.

- Exception or exemption to any policy statement herein is at the sole discretion of Murdoch University IT Services. Exemptions or exceptions will take the form of a Memorandum of Understanding (MOU) between IT Services and the requestor. Other forms of record of authority can be used at IT Services discretion as appropriate.

Performance Indicators:

- Percentage of leased devices within the Murdoch University EUCD fleet trends upwards.

- User to EUCD ratio trends downwards. There are no other performance indicators.

Related Documents:

IT Service Delivery and Management Policy

Procurement Policy (1001)

[Managed Operating Environment Standard (Microsoft)](#)

[End User Computing Device Support Guidelines](#)

References:

[Murdoch Support](#)

Approval and Implementation:

Approval Authority:	Director Information Technology Services
Responsible Officer(s):	Director Information Technology Services
Approval Authority for supporting procedures:	There are no supporting procedures.
Approval Authority for supporting guidelines:	Manager IT Client Services
Approval Authority for supporting standards:	Manager IT Client Services
Contact Officer:	Manager IT Client Services

Revision History:

Approved/ Amended/ Rescinded	Date Approved	Effective Date	Next Review Date	Resolution No. (if applicable)
Approved	10/06/2019		10/06/2022	
Approved	21/03/2019		21/03/2022	