IT Hardware and Software - Procurement of Hardware and Software Procedure

Section 1 - Purpose / Objectives

(1) The purpose of this procedure is to ensure all IT equipment and software at Victoria University is procured in the most cost effective way and meets minimum University operating standards.

Section 2 - Scope / Application

(2) This procedure applies to:

  a. Victoria University Staff and Students
  b. Procurement of desktop and laptop computers, computer software, mobile phones, desktop phones and hand held devices
  c. Acquisition, installation and management of computer software for VU desktops, laptops and laboratory PCs

Section 3 - Definitions

(3) Nil

Section 4 - Policy Statement

(4) Nil

Section 5 - Procedures

Part A - Roles and Responsibilities

Role	Responsibilities
Information Technology Services	Testing and updating the University's Managed Operating Environment (MOE) to ensure compatibility of systems. Conducting periodic reviews of brands of desktops, laptops and hand held devices to provide a list of supported standard equipment that has been tested and recommended by ITS. Ensuring the efficient operation and provision of the standard network system. Providing support services for software and hardware as stated in the IT Software and Hardware Policy
VU staff and students	Complies with all licensing terms and conditions regulating the use of any software that the University acquires.
Business Units	Inform ITS of any changes to client software for licensing and audit purposes

Part B - Overview

(5) The Procurement of Software and Hardware procedure provides the steps for:

    a. The purchase and installation of PCs and laptops/tablets
    b. The acquisition and installation of computer software
    c. Reporting changes to client software
    d. The installation of computer software on Laboratory PCs
    e. Purchasing VU Mobile Phones
    f. Purchasing iPads
    g. Purchasing Desktop Phones

Part C - Purchase and Installation of PCs and Laptops/tablets

(6) A list of recommended PC and Laptop/tablet brands is available from Procurement and Business Operations. The Victoria University ITS approved product list contains all desktop, laptop/tablet, monitors and accessories available for purchase through VU.

(7) Requests for a new PC or Laptop can be submitted by completing and submitting the ITS Request for Acquisitions form to Procurement.

(8) All requests for a new PC or Laptop must be authorised by an approved cost-centre delegate.

(9) Once the new PC or laptop has been received, a new PC installation request will need to be submitted for action by Client Services. Requests for the installation of a new PC can be submitted using the online New PC Installation form available on the IT Service Desk system.

Part D - Acquisition and Installation of Computer Software

(10) A standard set of software will be installed on every PC and Laptop purchased through Victoria University as part of the New PC Installation process.

(11) Administrative software will be installed for staff who require it for their duties

(12) A list of software available for purchase and/or installation is available on ITS Software and Licensing. Requests for the installation of software on a PC or Laptop can be submitted using the Software Installation form available on the IT Service Desk system.

(13) Where a cost is associated with the acquisition of computer software, the request must be authorised by an approved cost-centre delegate.

(14) Installation of computer software will be actioned by Client Services once the software license/product has been received.

(15) Contact ITS Service Desk for assistance in the acquisition of computer software or products that are not available on the ITS Software list.

Part E - Changes to Client Software

(16) All changes to client software must be reported to ITS for licensing and audit purposes.

(17) If software is already installed on a VU PC or Laptop and the staff member has left the University or department,

then the license must be transferred to another user.

(18) It is the responsibility of departments to inform ITS of any changes to client software by contacting ITS Service Desk

Part F - Installation of Computer Software on Laboratory PCs

(19) A list of standard software installed on VU Laboratory PCs is available from ITS Desktop Management

(20) Where software not on this list is required to be installed in computer laboratories, the PC Lab Change Management Form is to be completed and submitted to the ITS Service Desk.

(21) ITS does not install trial versions as part of the installation of computer software

(22) The software installation is subject to any free ware, that will need to be tested

(23) New software will need to be tested with the Managed Operating Environment to ensure that it is compatible with the software and will take up to 4 weeks to be installed.

(24) Requests that require software installation prior to the 4 weeks lead time will incur additional charges.

Part G - Purchase of Mobile Phones

(25) Mobile devices recommended and approved by Victoria University are available for purchase from ITS Mobile Phones and Contracts by completing and submitting the online Mobile Phones Orders and Changes form.

(26) All requests for mobile phones purchases, changes to existing services or requests to activate international roaming must be authorised by an approved cost-centre delegate.

(27) Applications for mobile phones that have been approved will be ordered by the Mobility Devices Service Desk and will be available for collection from Asset Management.

(28) Lost or stolen VU mobile phones must be reported to the Mobility Devices Service Desk and the Asset Management Team in the Professional Services department.

(29) Mobile Phones may be transferred from one member of staff to another within the same Department if approved by the head of Department. Permanent reallocation of mobile phones is to be communicated to Asset Management.

(30) Support guides for the setup of wireless and email access on iPhones as well as additional information for mobile phones can be found at ITS Mobile Phones and Contracts.

Part H - Purchase of iPads

(31) iPads can be purchased by completing the ITS iPad Order Form and submitting to Procurement

(32) All iPad order requests must be authorised by an approved cost-centre delegate.

(33) The iPad is a recommended device for University use and is supported by ITS. ITS will provide support for the initial setup of a new iPad and connection to the wireless network.

(34) Support guides and information can be found at ITS iPad and Contracts.

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Part I - Purchase of Desktop Phones

(35) Desktop Phones can be purchased by completing the Telephone Request form available on the IT Service Desk system.

(36) All desktop phone order requests must be authorised by an approved cost-centre delegate.

(37) Support guides and information can be found at ITS Telephone Services and Desktop Phones.

Part J - Return of ICT hardware, software and electronic devices

(38) ICT hardware, software and electronic devices to be returned on termination of employment are to be listed in the People and Culture Exit Checklist.

(39) Arrangements for the return or redistribution of hardware, software and electronic devices are to be made with consultation with Asset Management.

Section 6 - Guidelines

(40) Licensing and Use of Software Guidelines

Status and Details

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Accountable Officer	Lisa Line Deputy Vice-Chancellor Enterprise and Digital Lisa.Line@vu.edu.au
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