

IT Purchasing Policy

Version 3.0.1 (February 2018)

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1 Policy Statement

The purpose of this policy is to provide a framework for the procurement of all IT hardware (excluding any/all scientific equipment) and peripherals (excluding software) for the College. The policy has been developed in conjunction with the College's Head of Procurement. The policy includes, for example, the following types of hardware:

- Desktop PCs
- Laptops
- Tablets
- Hybrid laptops
- Accessories for any of the above

Value for money (VfM) and efficient cost control will be fundamental aspects of the policy and most purchases will be for equipment of a *standard* specification with business cases needing to be made for the purchase of *advanced* or *custom* specification hardware.

Where requested hardware does not meet the general VfM requirement it is unlikely to be purchased without a convincing business case also being submitted. Information about the levels of specification forms Annex 1.

2. Introduction

All the College's IT related procurement will be done via the IT Purchasing team in the Library and Information Services Division (LISD) which holds a centralised budget. IT Purchasing will be responsible for determining the specification and supplier of IT related equipment and for ensuring that purchasing is needs based.

Value for money (VfM) and efficient cost control will be fundamental aspects of the policy and to that end, the College has a contract with Mercato Solutions for its KnowledgeBus IT channel market intelligence tool. This enables visibility of all UK channel pricing for an extensive range of IT products and services. All IT purchasing will be channel price tested to ensure the best possible VfM.

The aim of this policy is to:

- Ensure the College buys from approved suppliers.
- Ensure the College obtains VfM through good procurement practice by securing the best discounts, reduced order costs together with products being delivered in the most efficient way and correctly recorded in the inventory.
- To establish centralised control for IT procurement to facilitate the development of an effective and coordinated procurement structure across the College minimising duplication of effort and optimising the allocation of skilled resources.
- To develop appropriate management information in order to benchmark and measure the pricing of approved suppliers against the marketplace in pursuit of optimum pricing and continuous improvement.
- In addition, the College aims to establish uniform standards for the procurement of desktop operating systems, computer networks and computer hardware and peripherals. This standardisation is essential as it allows LISD to provide a quality service to all users.

3. Purchasing Guidelines

The following procedure relates to the purchasing of all IT hardware and peripherals for the College in order to achieve the benefits outlined above and to ensure an effective and efficient centralised control over the purchase, delivery and installation of equipment.

3.1 Hardware and Peripherals etc.

LISD is the sole authority for placing orders for IT hardware and peripherals on behalf of the College. All IT related purchases will need to have full authorisation prior to requisitioning. All IT related purchasing will be specified by IT Purchasing and purchases will not be made without approval by IT Purchasing.

All requests for purchasing of equipment, whether as individual items or as part of a larger project, must be submitted via the request form available on the intranet. IT Purchasing will process the request based on the following criteria (see the flowchart in Annexe 2 detailing the purchasing process):

- IT Purchasing will make a decision whether to approve, decline or amend the requirements for the purchase of the equipment.
- If a request to purchase equipment is declined or changed, IT Purchasing will provide a brief explanation to the requesting manager for the decision
- If the equipment is approved or changed then IT Purchasing LISD will order the equipment directly with suppliers, goods receipt the delivery, make an asset register entry and, where required, set up the equipment for the end user.
- The CIP budget is not intended to be used to meet the costs of any monitors, docking stations or any other peripherals for home use. Such equipment if needed should be charged to the department or if relevant to the research grant project code.
- If a second monitor is required unless there is a valid business reason i.e. needed for Contact Centre when using Skype on reception PCs using RX works, then the cost of the second monitor and any future replacements would need to be paid for by the department.

LISD has a standard set-up procedure for new hardware, software and systems. This procedure ensures the equipment is configured correctly and that all IT security measures are addressed. This includes the set-up of passwords, anti-virus software and security marking the equipment and adding to the asset management database.

LISD will not install hardware or non-standard software unless it has been involved in the specification of both.

3.2 Software

Software is not covered by this Policy and funding its procurement remains the responsibility of departmental budget holders. IT Purchasing will supply quotations for software, but the ordering, receipting and payment for software will be managed outside of IT Purchasing.

3.3 Research Grants

The centralised budget is not intended to meet the costs of IT equipment for which external research grant funding has been awarded. Such equipment should continue to be charged directly to the research grant project code. Staff should, however, adhere to the College policy regarding the type and specification of equipment being purchased and liaise with LISD in advance where non-standard equipment is required.

3.4 ADAs

Where staff have access to discretionary funds (e.g. Academic Discretionary Accounts) these funds can be used for the purchase of new IT equipment and / or the replacement of IT equipment outside of the College's rolling replacement programme. Staff should, however, adhere to the College policy regarding the type and

specification of equipment being purchased and liaise with LISD in advance where non-standard equipment is required.

4. User Responsibilities

4.1 College desktop, laptops or tablets and associated equipment remains the property of the College and must be returned if the user leaves the College's employment. Failure to do so may result in the employee being charged an amount equivalent to the cost of replacing the equipment.

4.2 If a College desktop, laptop or tablet or any other device is lost or stolen it must be reported to a line manager and the LISD Helpdesk helpdesk@rvc.ac.uk or +442074685181 as soon as possible. If the item has been stolen from the work place, the line manager should then report the theft to security. If the item has been stolen outside of the work place, then it is up to the user to report it to the police and once done they should supply the RVC with any relevant crime numbers.

4.3 If this loss is due negligence on the part of the user they may be required to purchase a replacement device, which will be, based on the current Centralised IT Purchasing specifications.

4.4 If any IT equipment is damaged, it should be reported immediately to the IT Helpdesk. The IT helpdesk will generate a call on their system in order to assess the damage. If the damage is not covered under warranty then the repair or replacement of the damaged equipment will be the responsibility of the users dept.

4.5 RVC data must always be stored on the RVC servers as the primary location, but if the device that has been lost or stolen does hold any RVC data - especially personal, research or commercial data this must be reported to the College Data Protection Officer immediately – data@rvc.ac.uk

4.6 Any RVC owned software, which has been installed on personal devices i.e. Office 365, SPSS etc. must be, removed from those devices once the user leaves the College's employment.

4.7 When the equipment supplied to a user reaches end of life (for whatever reason), the user must request disposal via the LISD Helpdesk in order for the device and any data stored to be handled in accordance with the WEEE, DPA and GDPR regulations that apply.

5. External Services

External IT Services include: Hosting of software, accessing third party software (except via the Internet), maintenance / support services and any other third party supplied IT related service including consultancy.

LISD is the sole authority for placing orders for External IT Services regardless of the source of funding. All External IT Services will need to have full authorisation prior to requisitioning and purchases will not be made without final approval by LISD.

All requests for purchasing of equipment, whether as individual items or as part of a larger project, must be sent via the LISD IT Purchasing section (ITPurchasing@rvc.ac.uk) who will process the request based on the following criteria.

- LISD will make a decision whether to approve, decline or amend the requirements for the purchase of the equipment.
- If External IT Services is declined or changed, LISD will provide a brief explanation to the requesting manager for the decision; IT Purchasing will also keep the customer informed of the decision and the outcomes if ordered.

6. Substantial IT Investment (£10k and above)

Purchases involving substantial IT investment in IT goods or services, including externally hosted systems, must be authorised by the Infrastructure Project Management Group (IPMG).

- Applications for this size of project should follow the normal route via the IT Procurement Manager who will pass the request initially to the LISD Projects Team.
- The IT Procurement Manager must be consulted as part of the Business Case preparation and will advise on the best solution and ensure that it meets user requirements, represents best value for money, is compatible with current infrastructure requirements and fits with overall College strategy and the College's finance and procurement regulations. The ITPM will also assist in the production of the relevant Business Case for submission to IPMG as appropriate.
- Once ITSG has approved the proposal and prioritized the work accordingly, the LISD Project Manager or IT Infrastructure Services Team will manage the implementation of both hardware and software, utilizing standard project management methodology.

Annexe 1. IT Hardware Specifications

Standard Specification PC

Intel Core i5-7500 Processor (Quad Core, 3.40GHz Turbo)

8Gb Ram – 2400 DDR4 Memory

256Gb SSD Drive

Intel® Integrated Graphics

8x DVD +/- RW Drive

Mini Tower/Desktop/Small Form Factor Case

Dell UltraSharp 24" LED monitor

USB Keyboard and Mouse

3yr Pro support Next Business Day on Site Warranty

Windows 10 with Standard build software

Advanced Specification PC

Intel Core i7-7700 (Quad Core 3.6Ghz)

16gb Ram – 2400 DDR4 Memory

256Gb SSD Drive

AMD Radeon™ R7 450, 4GB, (DP/DP/SL-DVI-I)

8x DVD +/- RW Drive

Mini Tower/Desktop/Small Form Factor Case

Dell UltraSharp 24" LED monitor

USB Keyboard and Mouse

3yr Pro support Next Business Day on Site Warranty

Windows 10 with Standard build software

Annexe 2. IT Purchasing Flowchart

