

School of Medicine

Systems Analysis and Support – Policy Document

Policy on Provision and Support of Computers

Scope of Policy

- This policy relates to the provision and support of computers within the School of Medicine.
- Its aim is to provide a clear and agreed framework for the registering and management of the computers that the LT team are required to support, the eligibility for those computers, and the expected actions when an allocated computer is no longer appropriate or required.

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1 THE AGREED RESPONSIBILITIES OF THE LT TEAM

1.1 General Statement

The LT team will support and maintain a pool of school computers, funded directly by the school or by class grants, such that all persons who are eligible for such a device due to their position within the school will be able to effectively carry out their role. For the purposes of this document these computers will be defined as **School Computers**.

Further to that it is recognised that there are other computers within the school, the number of which will change over time that will also be supported and maintained. These other computers are primarily but not solely related to research activities. For the purposes of this document these computers will be defined as **Funded Computers**.

Finally, there will be computers used within the school on an ad-hoc basis, not owned by the school, and generally used stand alone or on Eduroam that the LT team have very little involvement with. For the purposes of this document these computers will be defined as **Unsupported Computers**.

1.2 Eligibility for Access to a School Computer

The LT team maintain a list of persons who are eligible for a computer funded by the school, taking guidance from the Deputy Head of School. The general rule is that school computers will be provided for:

- Persons employed by the University of St Andrews, and who are members of the School of Medicine involved in admin or teaching activities.
- Agreed non-user specific requirements such as Medical Demonstrators, staff hot-desking, teaching laptops etc.

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The provision of computers for those persons not on the list will be agreed on a case by case basis. It may be that they do get a computer funded by the school, or it may be that it comes from a research grant or other source.

Those persons eligible for a computer funded by the school will be provided with one. However if they already have (an up to date) computer purchased using a class grant or a research startup fund, a further computer will not be provided except in exceptional circumstances. An example of exceptional circumstances may be when a person's role requires that a laptop be provided as well as a desktop computer.

The decision to purchase computers from any person's individual budget remains with that budget holder. Typically this would include the purchase of computers for research students.

1.3 Provision and Use of Laptops

It is recognised that some roles within the school will require access to a laptop for working away from the normal workplace. In this situation the provision of a laptop from general school funds must be authorised by the Deputy Head of School.

For reasons of data security, when a laptop is used away from the workplace it should contain only that data required for the immediate job, and that data should be a copy of data held at the University. Further to that, if an internet connection is available at the remote location, then the ability to remotely access data that is stored at the University should be used to further reduce the requirement to transport data away from the workplace.

For those reasons above the use of a laptop as the main computer, in place of a desktop computer, is not recommended.

1.4 Phones, Mobile Devices, Mobile broadband etc.

The purchasing and support of mobile phones, smart phones, iPhones, mobile broadband USB sticks etc. is provided by the Telephone Office (<http://www.st-andrews.ac.uk/telephone/>). They should be contacted directly for support.

The LT team have limited knowledge in this area and it is not in their remit to supply or support them. However we will endeavour to help with issues relating to their interoperability with the computers if help from the Telephone Office is not forthcoming. Occasionally when the LT team is seen to be configuring these devices it is on behalf of the Telephone Office), under their instruction, and as a favour to them, and should not be seen as a formal responsibility on the LT team.

2 WHAT SUPPORT IS PROVIDED?

2.1 Computers Funded by the School

Computers funded by the school will be maintained and supported from school funds to keep them functioning to an acceptable standard. They will be replaced (at an appropriate time) on an approximately three year cycle.

2.2 Computers Funded by Other Means

Computers funded by other means will be maintained and supported to keep them functioning to an acceptable standard. However in their case any costs associated with provision of additional/replacement hardware or software will be charged to whatever fund the computer was purchased with. The replacement of such computers will be the decision and responsibility of whoever controls the budget that is funding that computer.

2.3 Unsupported computers

By definition these should require very little support, if at all, from the LT team. It is accepted that basic support will be provided in the use of School of Medicine and University IT facilities. Any purchase requests must be accompanied by a cost code and budget holder authorisation.

2.4 MACs

The preferred choice for the pool of school computers is the Desktop PC or laptop. If persons wish to purchase MACs using their class grants or other funds then support for those will be limited. It is expected that general support for MACs be directed to the IT Services helpdesk.

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2.5 Standard PC Builds

The LT team have defined a standard build for operating system and application software that will be used where appropriate on school funded PCs and laptops. This mirrors as closely as possible the recommendations from IT Services and as such maximises our ability to get support from IT Services. This includes amongst other things network connection, user data backup, and email set up (university standard). This Standard Build is recorded in a separate document.

Computers funded by other means will be setup according to the requirements of the user, subject to the benefits of maintaining where possible standard configurations.

Any requests for additional software or equipment should be submitted to medhelpdesk with appropriate cost code and name of budget holder.

To improve collaboration and compatibility, where new versions of software become available, such as Office 2010 replacing Office 2003, the LT team will manage the timing and method of the transition to that new version.

2.6 Software Support from IT Services

The LT team will respond to requests for support for software issues, although persons are encouraged to contact the IT Services helpdesk for IT Services supported software.

Computer and IT support <http://www.st-andrews.ac.uk/itsupport/purchasingandsoftware/>

3 CHOICE OF IT EQUIPMENT MAKE/MODEL

3.1 PCs

At any one time IT Services has a particular spec of PC that it recommends and also a particular range of laptops. They will be the preferred choice for purchase by the LT team.

3.2 MACs

If a MAC is required then IT Services state that prospective purchasers should contact the IT Services for advice, and these purchases can be organised by IT Services using the national purchase agreement for Apple Equipment.

3.3 Printers

IT Services recommends three models of laser printer, each for different scenarios.

3.4 Diverging from IT Services Recommendations

If the equipment recommended by IT Services is deemed not suitable then IT Services state that departments may purchase other equipment. However in that situation IT Services provide the following statement, from their policy on the Procurement of IT products and equipment:

“...these should be exceptions and it is expected that there will be substantive reasons for needing different equipment. Furthermore it is expected that those reasons can be justified. Any request of this nature should be addressed to the IT Services helpdesk for review and approval by a senior member of ITS staff.”

4 PURCHASING METHODS

IT Services publish a list of methods by which IT products can be purchased, including a list of preferred suppliers. In general purchases should be made through IT Services or via Aptos from the preferred supplier.

All IT equipment purchased within the School of Medicine should come through the LT team, in order that they can provide guidance and advice, and also crucially in order that they are aware of the equipment that they are required to support. The LT team maintains a database of computers within the school in order to facilitate the management and support of these resources.

5 COMPUTER RETURNS, REALLOCATION AND DISPOSAL

5.1 Returns and Reallocation

When a staff member leaves their position within the school, or becomes in any way no longer eligible for a School Computer, the computer must be handed back to the LT team who will reallocate as appropriate.

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School Computers provided for use by an eligible staff member shall not be re-allocated by them to another person without first discussing this with the LT team. This is to ensure that the LT team can correctly record and track resources and therefore plan the support of those resources. The LT team may request authorisation for the re-allocation of resources from the Deputy Head of School.

There is no requirement for Funded Computers to be returned to the LT team as they are the responsibility of whoever controls that budget. However, if a Funded Computer is transferred to another person, or another location, or is no longer being used within the school, then the LT team must be informed. This is because there are certain records that we must keep particularly with respect to (1) management of network addresses and (2) responsibility for network connected equipment.

5.2 Disposal

When a school computer is no longer fit for purpose it will be disposed of by the LT team according to the University Policy for Computer Disposal. That policy has contingency for computers that still have some residual value, and for those that are essentially scrap. The appropriate action to be taken for any particular piece of computer equipment will be determined by the LT team, and carried out in accordance with that policy.

Any computers being transferred out of the University or disposed of should be cleared of all sensitive data. The LT team can provide advice and support on this matter.

6 THE KEEPING OF RECORDS

6.1 The Asset Database

All computers that the LT team are required to support must be registered with the LT team. The asset details will be recorded in an asset database and the computers will be physically labelled to enable easy identification. The database also records who the computers are allocated to and software licensing details where known.

Unsupported Computers do not need to be registered with the LT team, as they require minimal if any support from the LT team.

6.2 Software Licensing

The LT team will be responsible for the recording of software licenses for School Computers.

The recording and management of software licenses for Funded Computers shall be the responsibility of the person recorded as being responsible for that computer.

In either case, if individuals wish to install their own licensed software they may do so on the understanding that they are responsible for keeping within the terms of those licenses.

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