	ICT EQUIPMENT POLICY
Policy Owner	Director, Information Technology Services
Contact Officer	Head, Procurement & Vendor Services
Endorsement Authority	Vice President Operations
Date of Next Review	19 May 2024

1. PURPOSE AND OBJECTIVES

The purpose of this Policy is to outline the University requisites for the provision of ICT equipment.

The University will provide access to ICT Equipment suited to the requirements of the role.

1.1 ICT Equipment Strategy

The University aims to provide the most responsive and flexible working environment possible for individuals, with all ICT Equipment complying with the following legal and organisational requirements:

- Cyber-security risks minimised
- Relative costs rationalised and minimised in alignment with financial strategy
- Nominated supplier and brand agreements leveraged
- Preferred ICT hardware brands and models adhered to
- Solutions reliable, serviceable and supported until disposed
- Legally compliant software licensing
- Streamlined management through standardisation
- Streamlined support and training through standardisation
- Audit compliance with all internal/external conditions
- Fleet management, protection and monitoring of all ICT devices in alignment with our Software licensing monitoring policy and Staff/Student Acceptable Use policies

1.2 Process

All requests for the provision of ICT Equipment are to be made by an authorised staff member and follow the process outlined in the ITS procurement procedure.

ITS will assess all ICT equipment requests to ensure chosen solutions are fit for purpose and meet policy requirements. Early discussion about options with ITS is recommended.

2. AUDIENCE AND APPLICATION

Bond University Staff

3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Executive Dean *or* Faculty Business Director *and* ITS	Clauses 4.2, 4.3, 4.4, 4.5, 4.6, 4.8, & 4.9 Approval to purchase computer devices other than standard computer devices as per 4.1.
	Clause 4.13 Approval to purchase non-standard
Executive Dean *or* Faculty Business Director *and* ITS *and* Director of Research *and/or* Director of Learning & Teaching	Clause 4.10 Approval to purchase computer devices from restricted funds
Authorised staff member	Clause 4.11 Approval to purchase HDR ICT Equipment
Executive Dean *or* Faculty Business Director *and* ITS *and* Vice President Operations.	Clause 4.12 Approval to purchase ICT equipment in addition to, and comparable to, equipment already supplied.
Executive Dean *or* Faculty Business Director *and* ITS *and* Director of Finance	Clause 5. Approval to purchase student computers.

4. POLICY STATEMENT

4.1 Standard Computer Devices

ITS will provide one standard desktop computer per staff member. The computer will be a preferred standard brand and specification suited to academic and administrative duties undertaken by most staff. A single keyboard, mouse and dual monitors will be included. The computer will use the University's standard operating system, Microsoft Windows, with access to the University's standard and optional software titles.

Please see section 4.12 *Additional ICT Equipment* if the staff member will be provisioned with more than one computer system (any of: laptop, desktop, high-end computer, ultra-portable device, non-standard computer).

Function	Responsible Area
Approvals	Authorised Staff member
Procurement	ITS Procurement
Funding source	ITS Managed Central Cap Ex
Installation & Support	ITS End User Services
End of Life Management	ITS Procurement This equipment will be replaced by ITS every 3 to 4 years to ensure reliability and updated processing power. Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period.

4.2 Standard Laptop Computer

ITS will provide one standard laptop computer per staff member in lieu of a desktop computer where a need for a laptop is justified and supported from the Faculty or business unit. The computer will be a preferred standard brand and specification suited to academic and administrative duties undertaken by most staff. A single laptop dock, keyboard, mouse, and monitor will be included, and an additional monitor will be provided on request. The computer will use the University's standard operating system, Microsoft Windows, with access to the University's standard and optional software titles.

Please see section 4.12 *Additional ICT Equipment* if the staff member will be provisioned with more than one computer system (any of: laptop, desktop, high-end computer, ultra-portable device, non-standard computer).

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS The authorised staff member must have Executive Dean/Director/Faculty Business Director approval and the approver be satisfied the request is fit for purpose and meets the needs of the user. Additionally, the request must include a statement of justification and support from the faculty or business unit relating the need for a laptop to specific duties required in the staff member's position. ITS will assess the request to ensure the most efficient and effective solution meeting position requirements.
Procurement	ITS Procurement
Funding source	ITS Managed Central Cap Ex
Installation & Support	ITS End User Services
End of Life Management	ITS Procurement This equipment will be replaced by ITS every 3 to 4 years to ensure reliability and updated processing power. Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period.

4.3 Standard High-End Computer

ITS will provide one standard high-end laptop or desktop computer per staff member to meet exceptional requirements for processing power. The computer will be a preferred standard brand and the specification will be customised to meet requirements. A single keyboard, mouse and dual monitors will be included. A laptop dock will be provided for laptops. The computer will use the University's standard operating system, Microsoft Windows, with access to the University's standard and optional software titles.

Please see section 4.12 *Additional ICT Equipment* if the staff member will be provisioned with more than one computer system (any of: laptop, desktop, high-end computer, ultra-portable device, non-standard computer).

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS The authorised staff member must have Executive Dean/Director/Faculty Business Director approval and the approver be satisfied the request is fit for purpose and meets the needs of the user. Additionally, the request must include a statement of justification and support from the faculty or business unit relating to the need for a high-end computer to specific duties required in the staff member's position.

	ITS will assess the request to ensure the most efficient and effective solution meeting position requirements.
Procurement	ITS Procurement
Funding source	ITS Managed Central Cap Ex
Installation & Support	ITS End User Services
End of Life Management	ITS Procurement This equipment will be replaced by ITS every 3 to 4 years to ensure reliability and updated processing power. Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period.

4.4 Standard Ultra-Portable Device

Standard ultra-portable devices are very light weight with an ultra-compact form. These systems use the Microsoft Windows operating system managed by ITS and may be considered a secondary device for a staff member who already has a desktop or laptop computer.

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS All requests for the provision of a Standard Ultra-Portable Device are to be made by an authorised staff member and follow the process outlined in the ITS procurement procedure. The authorised staff member must have Executive Dean/Director/Faculty Business Director approval and the approver be satisfied the request is fit for purpose and meets the needs of the user The need for light-weight mobility must be justified by the duties and requirements of the position, where an ultra-portable device is better suited than a standard laptop.
Procurement	ITS Procurement
Funding source	Faculty / Business Unit Minor Equipment
Installation & Support	ITS End User Services
End of Life Management	Faculty / Business Unit There is no lifecycle replacement strategy for Ultra-Portable Devices. They should be replaced when they are no longer working or no longer suitable for the duties of the position. The purchase must include equipment repairs or replacement for the entire period of use. Replacements at end of life require the same approval authority and funding source as the initial purchase. At end of life, the equipment must be returned to ITS for secure asset disposal.

4.5 Standard Mobile Communications Device

Standard mobile communications devices can be provisioned when any of the following are a requirement of the staff member's position:

- the staff member must undertake frequent out-of-office duties, including travel.
- the staff member is on call.
- there is a lack of access to a fixed telephone.
- the staff member has specific security or contact functions.
- productivity, efficiency, flexibility or client service is enhanced or improved by provisioning the device to the staff member.

They are purchased with a plan which is a monthly charge including data, call, txt and any roaming charges.

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS The allocation of a standard mobile communications device for use by an academic or professional staff member is to be approved by the relevant Executive Dean/Director/Faculty Business Director where there is an adequate need and benefit to the University.

	Standard mobile communication devices are determined by ITS and periodic reviews. Nonstandard mobile devices will require additional approvals.
Procurement	ITS Voice Communications
Funding source	Faculty / Business Unit. Purchase Order to be supplied to ITS Voice Communications for ordering and configuration. Ongoing usage costs will be on charged to the Faculty / Business Unit.
Installation & Support	ITS Voice Communications
End of Life Management	ITS Voice Communications There is no lifecycle replacement strategy for Mobile Communication Devices. They should be replaced when they are no longer working or no longer suitable for the duties of the position. At end of life, the equipment must be returned to ITS for secure asset disposal.

4.6 Standard Printer

All standard printing devices are procured through an agreement with one supplier. These devices form an integrated printing solution embedded into the University's standard environment. They are purchased with a cents per copy facility (CPC) which is a monthly charge including all maintenance and consumables (toners, fusers, etc.). Paper is not included in the agreement and should be purchased via the University's nominated office consumables supplier.

Multi-function devices (MFDs) are the University's standard and preferred method for staff printing, copying and scanning. They are very cost effective, use less energy and are a more sustainable solution. Staff are encouraged to print the bulk of their requirements to these devices. All MFDs have staff ID card tap and release (secure follow me print solution) enabled. Scanning can also be accessed by tapping staff ID cards and selecting the desired scan option, to email or home drive (H:).

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS The allocation of standard multi-function devices (MFDs) for use by academic and professional staff is to be requested by the relevant Executive Dean/Director/Faculty Business Director. The allocation will be discussed with ITS procurement to determine the most efficient distribution of MFDs within the supplier agreement. Requests for nonstandard printers (or other single-function print devices) require justification to confirm that an MFD cannot fulfil requirements.
Procurement	ITS Procurement
Funding source	ITS Managed Central Cap Ex
Installation & Support	ITS End User Services
End of Life Management	ITS Procurement This equipment will be replaced by ITS every 4 to 5 years to ensure reliability and updated functionality. Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period.

4.7 Production Printing

The Bond Print Shop is an on-campus staff and student approved production printing service. It is located within the Main Library. The Bond Print Shop can produce excellent quality specialised print products at very competitive prices. When high volume printing is required the Print Shop should be considered over external offsite companies. Internal charge back options are available. For more information visit https://library.bond.edu.au/using-library/technology-library/printing-copying

4.8 Standard Monitors

ITS will provide two standard monitors per standard desktop. Laptops are provided with one standard monitor but a second can be requested. The monitor will be a preferred standard brand and specification suited to academic and administrative duties undertaken by most staff.

Please see section 4.12 _Additional ICT Equipment_ if the staff member requests more than two monitors.

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS

	All requests for the provision of standard monitors are to be made by an authorised staff member and follow the process outlined in the ITS procurement procedure. The authorised staff member must have Executive Dean/Director/Faculty Business Director approval and the approver be satisfied the request is fit for purpose and meets the needs of the user.
Procurement	ITS Procurement
Funding source	ITS Managed Central Cap Ex
Installation & Support	ITS End User Services
End of Life Management	ITS Procurement Monitor life cycles vary but generally will last through at least two cycles of a desktop or laptop (6 years +). Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period.

4.9 Audio Visual Equipment

The ICT Audio Visual (AV) equipment used by the University must be approved by ITS. Brands and models are determined by the current technology trends, ICT equipment strategy, supported hardware and budget allowances.

Function	Responsible Area
Approvals	Exec Dean *or* Faculty Business Director *and* ITS All requests for the AV Equipment are to be made by an authorised staff member and follow the process outlined in the ITS procurement procedure. The authorised staff member must have Executive Dean/Director/Faculty Business Director approval and the approver be satisfied the request is fit for purpose and meets the needs of the user. Potential requests must be discussed with ITS
Procurement	ITS AV and Procurement
Funding source	Central teaching space AV is funded by centrally managed funds. Special requests may require funding by the Faculty / Business Unit.
Installation & Support	ITS AV
End of Life Management	ITS AV and Procurement AV Equipment life cycles vary but generally will be replaced between 3 and 5 years. Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period. Replacements at end of life require the same approval authority and funding source as the initial purchase.

4.10 Restricted Funds Purchase of ICT Equipment

ICT equipment may be purchased using external research funds or grant/citation monies.

ICT equipment purchased using restricted funds are University owned and must be retained by the University regardless of the employment status of the user.

Function	Responsible Area
Approvals	Executive Dean *or* Faculty Business Director *and* ITS *and* Director of Research *and/or* Director of Learning & Teaching Where approved by the relevant Executive Dean, ICT equipment may be purchased for a staff member using external research funds or grant/citation monies. Confirmation of eligibility will be sought from the Director, Office of Learning & Teaching and/or Director, Office of Research Services to ensure that the purchase is compliant with the requirements of the funding source. Standard ICT equipment requires no further approval by ITS. Non-standard ICT equipment requires additional approval by ITS to verify requirements cannot be met using standard equipment, and that adequate support arrangements are planned.
Procurement	ITS Procurement

	Standard and non-standard ICT equipment purchases must include repair or replacement agreements for the entire 3 to 4-year period. Additional agreements must be included for any specialised operational support required.
Funding source	Restricted funds accounts
Installation & Support	ITS End User Services (limited) + Third Party ITS will provide operational support for standard ICT equipment and software. Non-standard ICT equipment may require a 3rd party operational support agreement.
End of Life Management	This equipment may be replaced or disposed every 3 to 4 years to ensure reliability and updated processing power. Additional use of restricted funds will be required for replacements. ITS reserve the right to cease support and remove from network end of life (4+ year) research equipment that has no funding for replacement. Replacements at end of life require the same approval authority and funding source as the initial purchase. At end of life, the equipment must be returned to ITS for secure asset disposal.

4.11 HDR ICT Equipment

Where a Faculty requires a desktop computer for Higher Degree Research candidates, a request should be made to ITS. ITS will evaluate the request and may provide, if stock allows, one standard desktop computer. The computer will be a preferred standard brand and specification suited to duties undertaken by HDR candidates. A single keyboard, mouse and dual monitors will be included. The computer will use the University's standard operating system, Microsoft Windows, with access to the University's standard and optional software titles.

Function	Responsible Area
Approvals	Authorised Staff member
Procurement	ITS Procurement
Funding source	ITS Managed Central Cap Ex *or* Faculty Funding will be ITS central managed Cap Ex if there is stock availability otherwise faculty is to fund initial purchase.
Installation & Support	ITS End User Services
End of Life Management	ITS Procurement This equipment will be replaced by ITS every 3 to 4 years as required to ensure reliability and updated processing power. Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period.

See the [Higher Degree Research Policy](#) section 4.2. Support for On-campus Workspace Facilities for more information regarding other ICT services.

4.12 Additional ICT Equipment

Where a faculty/business unit requests ICT equipment in addition to, and comparable to, equipment already supplied, which is not covered under section 4.10 *Restricted Funds Purchase of ICT Equipment*, justification must be made to confirm that a single system cannot met the requirements of the position.

Function	Responsible Area
Approvals	Executive Dean *or* Faculty Business Director *and* ITS *and* Vice President Operations. All requests for additional ICT equipment are to be made by an authorised staff member and follow the process outlined in the ITS procurement procedure. The authorised staff member must have Executive Dean/Director/Faculty Business Director approval and the approver be satisfied the request is fit for purpose and meets the needs of the user. Additionally, the request must include a statement of justification and support from the faculty or business unit relating to the need for additional equipment to specific duties required in the staff member's position.

	ITS will assess the request to ensure the most efficient and effective solution meeting position requirements
Procurement	ITS Procurement
Funding source	Faculty / Business unit
Installation & Support	Relevant ITS Technology Area + Possible Third Party Standard hardware and operational support requirements apply.
End of Life Management	ITS Procurement This equipment will be replaced by ITS every 3 to 4 years to ensure reliability and updated processing power. Equipment repairs and replacements are managed by ITS leveraging supplier agreements for the entire period. Replacements at end of life require the same approval authority and funding source as the initial purchase. At end of life, the equipment must be returned to ITS for secure asset disposal

4.13 Non-Standard ICT Equipment

Non-Standard ICT Equipment includes all ICT Equipment not specified in sections 4.1 through 4.12. This includes all desktop computers, laptop computers, tablets, monitors, mobile communications devices, audio visual equipment, printers and any subcomponents of these, not included as part of the standardised University environment.

ICT equipment not provided specific treatment in the proceeding sections of this policy will be assessed on a case-by-case basis per this section of the policy.

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS Where an individual, faculty or business unit wishes to request non-standard ICT Equipment, they must consult with ITS to confirm that standard ICT equipment cannot fulfil the necessary requirements before investigating non-standard options. ITS will request specific information relating to the business requirements to determine why standard equipment cannot be used. This assessment will inform the approval process. All new or replacement computer acquisitions will be the standard equipment currently recognised by Bond, regardless of what model, if any, the equipment is replacing, unless a reasonable justification is presented for an exception, to be assessed by ITS. Reasonable justifications are limited to the equipment's ability to run required applications or perform required job functions, and do not include individual brand, style, or design preferences. ITS will assess the request to ensure the most efficient and effective solution meeting position requirements. ITS approval is required for all non-standard ICT equipment requests. Additional approval may be required by the Vice President Operations. If approval is granted, the faculty / business unit may be required to fund the equipment.
Procurement	ITS Procurement The purchase may be required to include equipment repairs or replacement for the entire period of use.
Funding source	Faculty / Business Unit
Installation & Support	Relevant ITS Technology Area (limited) + Third Party Non-standard equipment may require highly specialised capabilities for operational support or maintenance, and may require a manufacturer, vendor, or 3rd party agreement, which may incur additional costs. Note 3rd party support may involve return to base conditions further extending device downtime. Non-standard equipment may be subject to the same service levels expected of all University equipment. These service levels should only be waived when business continuity will not be affected by unexpected failure of the equipment without repair or replacement. If these service levels are waived ITS will not be held responsible for the unexpected

	failure of equipment, or the remediation required to restore business processes or functions reliant on the equipment.
End of Life Management	Faculty / Business Unit

The equipment may be required to be replaced every 3 to 4 years to ensure reliability and updated processing power.

Replacements at end of life require the same approval authority and funding source as the initial purchase. |

5.   STUDENT COMPUTERS

ITS will provide adequate student computers to the teaching spaces and student general use areas. The computers will be procured by ITS using centrally managed leasing funds. Computers in specialised or faculty specific teaching areas will be costed (op ex) back to their corresponding faculty. A single keyboard, mouse and monitor will be included. The computer will use the University's standard operating system, Microsoft Windows, with access to the University's standard and optional (course dependant) software titles.

Function	Responsible Area
Approvals	Executive Dean _or_ Faculty Business Director _and_ ITS _and_ Director of Finance.

All requests for student computers are to be made by an authorised staff member and be made to ITS. The authorised staff member must have Executive Dean/Director/Faculty Business Director approval and the approver be satisfied the request is fit for purpose and meets the needs of the teaching space.
ITS will liaise with the authorised staff member on system options and cost implications.

As leasing has ongoing expense, final approval must be granted by the Director of Finance. |
Procurement	ITS Procurement
Funding source	ITS Central Managed or Faculty Specific
Installation & Support	ITS End User Services
End of Life Management	This leased equipment will be replaced by ITS every 3 to 4 years to ensure reliability and updated processing power. Budgets for End of life leased equipment will be refreshed at the point to ensure teaching and student use continuity.

Equipment repairs and replacements are managed by ITS and nominated service vendors leveraging supplier agreements for the entire period. |

6.   DEFINITIONS, TERMS, ACRONYMS

Authorised Staff Member	Bond University staff who hold executive positions such as Deans, Associate Deans, Executive Directors, Directors, Faculty Business Directors, Deputy Directors, General Managers and their executive assistants.
Standard Desktop Computer	University owned Dell desktop computers, including all-in-one systems (with computer contained in the monitor housing). These systems use the Microsoft Windows operating system managed by ITS. Approved models may change at various times. Specific details are updated on the staff Intranet.
Standard Laptop Computer	University owned Dell or Microsoft laptop computers, including 2-in-1 systems (laptops capable of converting to a tablet form). These systems use the Microsoft Windows operating system managed by ITS. Approved models may change at various times. Specific details are updated on the staff Intranet.
Standard High-End Computer	University owned Dell or Microsoft desktop or laptop computers, customised to provide increased processing power. Increased processing power may be computational, graphical, or both. Other specifications may also be increased to support processing, including memory and storage speed and capacity. These systems use the Microsoft Windows operating system managed by ITS.
Standard Ultra-Portable Device	University owned Microsoft Surface Go. Very light weight device with ultra-compact form. These systems use the Microsoft Windows operating system managed by ITS.

| **Standard Mobile Communications Device** | University owned mobile phones, smartphones, and devices that utilise a cellular network for communication, whether voice or data communication, including Internet hotspot devices. These use a variety of operating systems (including iOS and Android), which are managed by each staff member. |

| **Standard Printer** | University owned Ricoh printers, including multi-function devices (MFDs), purchased with a cents per copy facility (CPC) which is a monthly charge including all maintenance and consumables, excluding paper. All standard printers use a single integrated printing solution embedded into the University's standard environment. |

Audio Visual Equipment

Audio Visual Equipment includes all University equipment used for the recording or production of sound, images and video; inclusive of:

- television and other large format displays
- projectors and screens
- digital signage
- speakers
- microphones
- webcams
- amplifiers
- cabling
- CCTV cameras and,
- audio visual processing and control equipment

Non-Standard ICT Equipment

All University owned ICT equipment other than standard desktops, laptops, high-end computers, ultra-portables, mobile communications devices and printers. Non-standard ICT equipment includes:

- Apple Mac desktop and laptop models
- Apple iPad, including all models
- Android tablets, including all makes and models
- Chrome books, including all makes and models
- Any subcomponent or spare part of a desktop, laptop or ultra-portable computer
- Any subcomponent or spare part of an Apple Mac desktop or laptop or an iPad

Preferred ICT hardware brands and models

More information on the make and model of ICT equipment can be found at https://bonduni.sharepoint.com/sites/ITS/SitePages/Procurement---Hardware.aspx

7. AFFILIATED PROCEDURES AND SCHEDULES
Staff Computer Request Process
ITS Procurement Procedure
Mobile Communications Devices Procedures

8. RELATED DOCUMENTS
Procurement Policy
ICT Acceptable Use Policy
Higher Degree Research Support Policy

9. MODIFICATION HISTORY

Date	Sections	Source	Details
19 May 2021			V6
4 November 2005			Date First Approved

APPROVAL AUTHORITY: Vice Chancellor