V3.0

Endpoint Device Purchasing, Deployment and Management Policy

1. Purpose

1.1 This policy covers the selection, purchase, deployment, management and disposal of endpoint desktop and laptop computers and mobile devices by the University on behalf of its staff and students. Its function is to minimise the costs and risks associated with purchasing and supporting a large estate of IT equipment used for a wide variety of purposes.

1.2 The initial cost of purchasing digital devices for staff across the University is significant, but accounts for only around a third of the overall cost of a device. The remaining costs are made up of support, licensing, underlying infrastructure and disposal. All of these cost components are controlled by centralised budget management and the adoption of a standardised approach to the purchase of computers, although flexibility remains a requirement to accommodate specialist activities such as research.

2. Definitions

Scope

2.1 This policy applies to all Windows and macOS devices, and mobile phones (iOS and Android) purchased using University funds for the use of permanent and temporary staff in their normal duties.

2.2 Any equipment purchased as an exception to this policy will receive only the third tier of support set out in *Table 1* on page 13.

2.3 Other exclusions include:

- Servers, storage and core infrastructure purchased by IT Services, which are subject to separate procurement policies and technical requirements;
- Servers or storage purchased by academic departments for specialist teaching or research, which should be procured in accordance with the procurement policies and technical requirements that govern core infrastructure products purchased by IT Services;
- Equipment required for specialist teaching or research where specific requirements cannot be met by approved suppliers;
- Hardware purchased for deployment in student labs, although many of the same principles will apply. IT Services operates a capital budget and rolling replacement programme for student lab computers.

Device Procurement

2.4 Due to the total volume of computer equipment purchased across the University, all such purchases are subject to the Procurement Regulations under UK legislation. The only means of purchasing computer equipment that is fully compliant with this legislation is via the University's approved suppliers, ensuring that prices and service levels are optimized for the University.

2.5 IT Services maintain a stock of standard Windows laptops and a small stock of macOS devices, ensuring that new requests can be actioned quickly.

Device Standards

2.6 The use of equipment standards is an important tool in the delivery of value for money to the University, a consistent user experience for staff and students and minimising the embedded carbon associated with new device purchases. The University offers standard laptop computers by default, which are designed to meet most staff requirements and allows for other equipment and variations to be purchased at preferential rates with guaranteed levels of support. The standard models are kept under review with the supplier to ensure suitability and longevity. All standard models are designed to be supportable by the staff and infrastructure of the University.

Repurpose and Disposal of Devices

2.7 The reuse and disposal of equipment is an important aspect of the University's sustainability and security approach. The University aims to extend the lifespan of devices by repurposing them for lower-demand tasks where possible and ensures information held on devices is securely erased and destroyed.

2.8 When devices are no longer usable or repairable, they are disposed of in a responsible manner, following the relevant WEEE legislation and best practices. The University ensures that any sensitive data on the devices is erased or destroyed before disposal. By reusing and disposing of devices properly, the University reduces its environmental impact, protects its information assets, and optimises its resources.

2.9 All unused and unwanted equipment should be returned to IT Services so that it can be assessed and dealt with appropriately.

3. Policy

Desktop and Laptop Devices			
Principle	Details	Rationale	Exceptions
One device per person.	Users will be provided with a laptop by default unless there is a specific business need for an alternate device. An external monitor, keyboard, mouse and docking station will be made available for laptop users for on campus, along with appropriate guidance and support on the safe use of portable computers. An external monitor will be made available for users where homeworking is required.	A laptop with a docking station is equivalent in power and performance to a desktop device for most purposes. BSU laptops are encrypted. Multiple devices per user considerably increase the cost to the University, and the management associated with additional devices.	Where users have a need for multiple devices due to a disability, medical condition, or other need under the Equality Act.
Device appropriate to user needs.	Users will be provided with the most appropriate and cost-effective device based solely on business need. By default, this is a Windows laptop.	Historically, there has been little preventing users from purchasing high-end equipment without demonstrating a viable business justification.	Where a business justification can be demonstrated.

Standard device lifetime is five years for portable and desktop devices.	Users are not able to request a new device until their current device is at least five years old. Devices can be periodically re-imaged by the Service Desk to improve performance.	Most standard software can run on hardware of up to five years of age with an acceptable level of performance.	Equipment which is deemed “beyond economic repair” or where performance has dropped below reasonably expected standards.

Desktop and Laptop Devices			
Principle	Details	Rationale	Exceptions
Devices which are still functioning will be “sweated” beyond this five-year term.	If there is no good reason to refresh a device, it will be kept in service.	Sweating assets maximises the value derived from them (up to the point – at the discretion of IT Services – that they are no longer economically viable to support).	Equipment which is deemed beyond “economic repair”, where performance has dropped below reasonably expected standards or where the device is no longer able to run a supported operating system.
Devices to come from the standard product catalogue maintained by IT Services.	Users will be supplied with a standard device from the Service Catalogue. Exceptions to this process to be approved by the relevant Head of School or Head of Department and CIO or CTO or their nominated representatives, supported by a business justification.	By maintaining a fleet of standard devices, hidden costs of support and bespoke configuration can be reduced. Technical standards promote a consistent user experience and more effective, responsive, therefore cost-effective support.	Devices for specific approved purposes, generally aligned to part of the BSU academic proposition (e.g. Creative Computing, Music Production, etc.).

Desktop and Laptop Devices			
Principle	Details	Rationale	Exceptions
Devices to be repurposed and cascaded from leaver to joiner.	Where a member of staff is leaving the University, their IT asset will be re-imaged by the Desktop Services Team to bring it back to an as-new status to be issued to their successor.	Re-use of devices ensures expected ROI from their initial cost and avoids unnecessary expenditure on new devices for new staff. Re-imaging of used devices is essential for data protection purposes.	Where a device is more than five years old, a new device will be offered. Where the nature of the role dictates a change of form factor (e.g. laptop over desktop) a new device can be considered.
Where practicable, assets will be repurposed.	When a member of staff leaves the University or a department, their computer will be re-allocated to another member of staff if it is less than five years old. Where a serviceable laptop or desktop asset is available, this will be provided to a requesting department.	If the IT Service Desk has recovered and reconditioned a device and proved that it is still useable, this will be provided instead of a new device.	Where a reconditioned device is not suitable for a more demanding role, a new device may be purchased.
Support for flexible working	The University will provide hot desking options in staff offices, and monitors for students to use with their own laptops	Flexible working is acknowledged as an important part of university life. Space constraints on campus necessitate the most flexible use of staff office space.	

Desktop and Laptop Devices			
Principle	Details	Rationale	Exceptions
Devices will be provided with the relevant supported build and security profiles.	Devices will be named, built and installed with licensed, supported software according to their intended purpose. All devices will be installed with management software for the purposes of hardware and software asset management and to facilitate remote technical support.	In order to meet its legal and regulatory commitments and to achieve the expected return on investment in its hardware and software estate, the University needs to ensure compliance of endpoint devices with current policies.	In the event that device management is transferred to an individual, that individual assumes responsibility for compliance.
Devices for research to be purchased in consultation with IT Services.	Where possible, research and teaching delivery should be conducted on university-managed devices. Such devices can be associated with more flexible management options. Devices that are non-standard will be treated as Bring Your Own Device (BYOD). Please see Table 1 “All Others” for further details.	University Intellectual Property requires the protection associated with a managed device.	

Mobile Phones, tablets and data contracts			
Principle	Details	Rationale	Exceptions
Tablet devices (e.g. iPads, etc.) available only where there is a valid business case.	Generally, these will be available as companion devices for desktop users to satisfy particular business requirements.	For mobile users, a laptop typically represents the most effective and best value option.	Individual needs to fulfil business requirements, including the requirements of specific medical conditions.
Data contracts for tablets will be provided only where there is a valid business case.	Provision of data contracts will be for exceptional use cases. Alternatives such as Wi-Fi should be the default.		Demonstrable business justification.
Standard smartphones will be offered on the IT Services Catalogue (MyServices)	There are several eligibility criteria for members of staff to qualify for a mobile phone. Justifications include: the need to be contactable outside of standard University business hours; regular national and/or international travel; regular lone work; the need for mobile data capture; highly mobile roles where it is not feasible to carry and use a laptop.	Many staff need smartphone functionality such as email, calendaring, and web access on the move. Staff have the option to request a business phone or use their personal device. In either case, University data must always be protected for security reasons. Users wishing to consider using their personal device should refer to the BYOD Policy for further information.	Demonstrable business justification with appropriate approval at a senior level (SLG member).

General			
Principle	Details	Rationale	Exceptions
All devices must be procured from the approved sources.	Generally, this will be via the IT Services Catalogue pages on MyServices.	By maintaining a fleet of standard devices, hidden costs of support and bespoke configuration can be avoided.	
All staff are expected to look after all items of technology equipment carefully and guard against damage or loss.	Care must be taken not to leave items unattended, particularly in public places, nor to drop items or spill fluids on them. Deliberate damage to or abuse of equipment will be treated as a disciplinary matter.	Lost or stolen items constitute a potential data security risk. Technology items are typically valuable assets which can be easily damage and are costly to replace. There is the additional risk of data loss to items which are severely damaged.	
Computers purchased by the University from its operating budgets remain the property of the University for their lifetime.	Without exception, no devices are to be gifted or sold to members of staff or to any third parties including charities. Historically, members of staff have occasionally been gifted devices or had the opportunity to purchase them when they leave. All devices must be disposed of via the approved University disposal company if not repurposed by IT Services.	Gifting or selling an asset will generally necessitate the purchase of a replacement device for their successor. There is greater value in repurposing a device. There are software licensing, data protection, disposal legislation and health and safety reasons that preclude gifting or selling a BSU asset.	

General			
Principle	Details	Rationale	Exceptions
Access to University computers is subject to all relevant policies	Any individual using the University's IT facilities is bound by the Regulations for the Use of Computer Facilities and the Software Management Policy	Use of IT facilities is governed by general as well as IT-specific laws and regulations.	
No spend permitted on BSU credit cards, nor through expense routes.	Other purchasing channels are not permitted for these items.	There have been examples of purchases made through these channels which do not conform to the University's technical standards.	
Due consideration must be given to physical security of computers.	Particular care should be taken in computer labs and open plan offices and vulnerable equipment fitted with anti-theft devices where necessary. Computers should not be left unattended when unlocked at any time.	Computer theft poses a threat to the University both in terms of asset and data loss. While computers are encrypted, there is a risk of data loss through theft when devices are left unlocked.	
Computers must be disposed of according to the terms of the IT Asset Recycling and Disposal Protocol	In accordance with the EU Waste Electrical and Electronic Equipment Directive (WEEE) regulations and the University's IT Asset Recycling and Disposal Policy via the University's approved contractor.	To comply with legal requirements.	

Exceptions

3.1 The normal process for any computer procurement or management requirement deviating from the principles above is to gain approval as follows:

- Exceptions must be approved by the CIO or CTO of IT Services.
- The approval of an exceptional purchase should be logged via MyServices.
- Commonly approved exceptions will be incorporated into future versions of the standard specifications.

Service Levels

3.2 The service available is in three, distinct tiers as per the table below. Further information detailing access to university software and services can be found on Sulis. Support for anything beyond what is listed below is provided, where possible, on a ‘best endeavours’ basis.

3.3 Additional licensed software may be installed by arrangement with local IT support staff (subject to appropriate licenses being available) – in these cases, installation and ongoing support of that software will only be available from local staff at their discretion.

Table 1

Windows on approved IT-issued hardware	macOS on approved IT-issued hardware	iOS or Android on approved IT-issued hardware	All others
• In-stock standard devices are configured and made available within two weeks of a MyServices request. • High performance or custom specification models are subject to suppliers' lead times, plus 1 week for IT Services to configure the device. • Temporary replacement available same-day, repairs to original device usually within 72 hours. • Managed antivirus installed and configured by IT Services • Web filtering enabled • Security patches applied frequently and where possible without user intervention • Suitable for accessing all University systems • Remote technical support via Service Desk • Company portal for self-	• In-stock standard devices configured and made available within two weeks of a MyServices request. • High performance or custom specification models are subject to supplier lead times, plus one week • Temporary Windows replacement same-day, repairs to original device usually within 10 days. • Managed antivirus is installed and configured by IT Services. • Web filtering enabled • Security patches applied frequently and where possible without user intervention • Security patches applied frequently and where possible without user intervention • Portal for self-service software installation. • Some University systems may not be compatible with	• In-stock standard devices are configured and made available within two weeks of a MyServices request. • High performance or custom specification models are subject to suppliers lead times, plus 2 weeks for IT Services to configure the device. • Temporary replacement available where devices are in-stock. Repairs subject to manufacturers' warranty. • Managed antivirus is installed and configured by IT Services. • Suitable for accessing some University systems. • Some University systems may not be supported.	• Access to an internet connection via wireless networks. • Access to Microsoft 365 and other systems via a web browser. • Suitable for accessing some University systems. • Where possible, IT Services will provide installation of managed antivirus for devices used by staff. • Some University systems may not be supported.

service software installation	macOS.		

Document Details

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Responsible Officer: Chief Information Officer

Approving Authority: Senior Leadership Group

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Mobile and Remote Working Policy
Software Management Policy

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