# RCSI IT Hardware and Software Request Process for RCSI Staff

## Contents

## 1. Process Description

This document outlines the process for RCSI authorised staff to procure IT hardware and software, for staff use only, from the RCSI IT Department.

This process document covers the following procurement areas:

- Staff hardware and associated accessories;
- Staff Software Licenses.

## 2. Scope

This process applies to RCSI employees authorised request hardware and/or software. These requests, where applicable, should only be submitted by staff who are authorised to approve purchases on behalf of their departments.

This process applies where IT is required in relation to any of the following scenarios:

- Assistance will be required to build, install or implement hardware or software.
- Asset will utilise the University network.
- Asset will be installed in a data centre.
- Software or hardware will require campus credentials (Active Directory or Single Sign On) for authentication.
- Software or hardware generally made available to employees.
- Software will use and/or store data other than Directory Information.
- Integration with other campus systems is required.
- Ongoing support from IT is expected.

## 3. OLAs

The OLA (Operational Level Agreements) outline the service RCSI requestors can expect from IT and describes what is expected from RCSI requestors in order to deliver IT hardware or software.

### IT will

- Complete standard hardware requests:
    - 7-9 business days where equipment is in stock and all steps are followed within agreed timelines.
    - 3-6 weeks where equipment is not in stock or is non-standard.
- Accessories and small items:
    - Ensure accessories are on the eSource small items ordering portal.
    - Ensure approved resources have the access required to raise requests.
    - Update portal with new items where an item is in demand and is not already on the portal.
- Software requests complete within 5 business days where vendors respond within this time and department budgets are available and requisitions are approved by budget owners.

### Requestor will

- Submit all equipment requests via the [IT Equipment Procurement Request form](#) in the IT Portal
- Respond within 2 business days where additional information or confirmation of equipment selection is required to process requests. Failure to respond will result in the request being closed.
- Provide correct department budget codes for items being purchased outside of IT budget. Where IT raise a requisition and it is rejected due to incorrect budget codes, you will be notified and the request will be closed.
- Ensure budget is available in your department code, where IT are not covering the costs. Where IT raise a requisition and it is rejected due to insufficient funds, you will be notified and the request will be closed.
- Approve requisitions, where IT are not covering the costs within 5 business days. Failure to approve in this time will result in the requisition being cancelled and the request will be closed.
- Raise orders for accessories and small items through your Department contact.
    - Contact the staff member in your department that can place orders on the eSource portal.
    - Ensure budget is available to cover the costs of orders on a monthly basis.

## 4. Process

When it comes to hardware for staff and faculty IT have a set of standard equipment (laptops and desktops) to keep our campus technology unified.

Our policy is to provide a laptop as standard equipment. We would recommend ordering a laptop for new staff, where possible, as laptops are suited to mobile working (remote working or working from home, as well as in the office). All laptop bundles come with a laptop, docking station, keyboard, mouse and 22" monitor.

The current equipment list and guide pricing can be found on the [Staff Portal](). **Note:** The prices on this list are indicative and are subject to change.

### New Starter Standard Hardware

To order standard equipment for a new starter complete the IT Equipment Request form on the [IT Portal.]()

Where standard equipment is not deemed sufficient or appropriate for a new starter an alternative device can be selected and a justification from the Line Manager will need to be provided in the form.

### Replacement Standard Hardware

Our aim is to replace our standard hardware on a refresh cycle based on the age of the device. We aim to replace laptops after no longer than 4 years and desktops within 6 years of purchase.

The old computer needs to be returned for disposal or redeployment at the time the new computer is set up.

A request for a new computer can also be made when the old computer is not fit for purpose (i.e. less than four years old but is damaged beyond repair or when the repair is not cost effective). If a device is faulty and within warranty we will provide a loan device and will fix the faulty device.

To order standard replacement equipment complete the IT Equipment Request form on the [IT Portal.]()  Make sure to include your current computer name as this will be used this to check the warranty and status of the machine on our asset register before approving a replacement.

Where standard equipment is not deemed sufficient or appropriate for a new starter an alternative device can be selected and a justification from the Line Manager will need to be provided.

## Non-standard equipment

When it comes to hardware for staff and faculty IT have a set of standard equipment (laptops and desktops) to keep our campus technology unified. Our aim is to maintain this policy as much as possible.

Where non-standard equipment is required, i.e. any device that is not on the IT hardware price list, please complete the form with as much information as possible about the device required. IT will endeavour to meet or provide a device that is as close as possible to the requirements.

On submission of the request, IT will look for a quote from the approved vendors. The quote information will be sent back for approval, via the ticketing system, before the ordering process is started.

Where this device is not being paid for by the department a justification is required along with sign off from the RCSI CTO.

**Note:** IT purchase devices from approved vendors. IT will not be able to supply or support consumer devices e.g. devices that can be purchased by individuals from stores such as PC World, Harvey Norman, or on-line consumer stores e.g. Dell. IT purchase enterprise level devices that can be integrated into our support systems in place in RCSI.

## Software Licenses

To order software complete the IT Equipment Request form on the IT Portal.

On submission of the request, IT will look for a quote from the approved vendors. The quote information will be sent back for approval, via the ticketing system, before the ordering process is started.

## IT Services

Where departments are looking to procure a new IT Service such as Cloud Computing Service, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) these requests should be directed to the IT PMO team to process through the business requirement review and IT project management processes.

Any new IT Service requests are subject to the RCSI Finance Procurement policy and process (Appendix B) as well as formal business case sign off by SMT/Research Office approval prior to implementation.

## 5. Budgets and Approvals

Hardware and Software procurement falls under a number of different budget categories. These categories are outlined below along with what you can expect to purchase under that budget.

### IT Budget

- Standard equipment for RCSI employed Staff.
- Standard equipment for contractors will be provided from existing stock. Where stock or suitable equipment is not available, the equipment will be funded by the University based on inclusion of cost of hardware in a business case approval from the SMT.
- Non-standard laptop/desktop equipment for RCSI employed Staff with sign off from Department Head and CTO.
- University Campus software licenses.

### RCSI Department Budgets

- Small items e.g. keyboards, mice, monitors, webcams, headsets, desktop printer cartridges etc.
- Tablets and accessories devices e.g. iPads, iPens, covers and keyboards etc.
- Individual software licenses e.g. Adobe Suite, MS Visio, and MS Project etc.
- Delivery costs for equipment being sent to non-RCSI campus locations.

### Research and Research Grant Codes

- Standard equipment for PhD students.
- Non-standard laptop/desktop equipment for research purposes.
- Individual software licenses e.g. Adobe
- Delivery costs for equipment being sent to non-RCSI campus locations.

### Faculties, Funded Depts. and External Budgets

- All IT equipment, accessories and software funded from Faculties, Funded and External budgets.
- Delivery costs for equipment being sent to non-RCSI campus locations.

## 6. Review & Update

This policy will be reviewed and updated annually or more frequently if necessary to ensure any changes to the RCSI's organisation structure and business practices are properly reflected in the policy.

## Appendix A: Definitions

- **Authorisation / Authorised:** Official RCSI approval and permission to perform a particular task.
- **Information Technology (I.T.) resources:** Includes all computer facilities and devices, networks and data communications infrastructure, telecommunications systems and equipment, internet/intranet and email facilities, software, information systems and applications, account usernames and passwords, and information and data that are owned or leased by the RCSI.
- **Information Technology (IT) assets** - All computers and electronic data storage, networking, transmission, and manipulation devices owned and/or controlled by any part of the University, including departmental computers and the University's IT network facilities accessed by anyone from anywhere.
- **Consumables** - Any IT resource that is expended in the course of operating an IT resource. Examples of consumables include, but are not limited to: paper, toner, print cartridges.
- **Software** – Data or instructions organized in the form of operating systems, utilities, programs, and applications that enable computers and related devices to operate.
- **Peripheral** - A device connected to a personal computer that extends its capabilities. Examples of peripherals include, but are not limited to, mice, keyboards, monitors, printers/copiers.
- **Cloud Computing Service** - A type of Internet-based computing that provides shared computer processing resources and data to computers and other devices on demand.
- **Infrastructure as a Service (IaaS)** - A provisioning model in which an organization outsources the equipment used to support operations, including storage, hardware, servers and networking components. The service provider owns the equipment and is responsible for housing, running and maintaining it.
- **Platform as a Service (PaaS)** - A category of cloud computing services that provides a platform allowing customers to develop, run and manage Web applications without the complexity of building and maintaining the infrastructure typically associated with developing and launching an app.
- **Software as a Service (SaaS)** - A software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.
- **Users** - Individuals, whether a member of the University community or not, who are granted access to and use of the University's information technology, whether on campus or from remote locations. Those individuals include, but are not limited to faculty, students, staff, guests, visitors, and those working on behalf of the University.
- **Line manager:** The individual a user reports directly to.

## Appendix B: Supporting Policies and Procedures

- IT Purchasing Policy for Staff
- Finance Procurement Policy
- Finance Purchasing and Payment Guidelines

## Document Control

| Version | Date | Action | Author |
|---------|------|--------|--------|
| 0.1 | 18/11/2020 | RCSI IT Hardware and Software Request Process for RCSI Staff | Ruth Meredith |
| 1.0 | 09/03/2020 | Updated IT Will section. Added IT Services. | Ruth Meredith |

### Reviewer List

| Name | Title | Dept |
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| Justin Ralph | Chief Technology Officer | I.T. |
| Ruth Meredith | IT SDM | I.T. |
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