



RCSI

RCSI DEVELOPING HEALTHCARE LEADERS WHO MAKE A DIFFERENCE WORLDWIDE

RCSI IT Equipment Provisioning Policy



RCSI

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Reviewer List

Name	Title	Dept
Ruth Meredith	IT SDM	IT
Pat Barry	IT Infrastructure Manager	IT
Barry Colgan	IT SDL	IT
Ailis Leonard	HR Operations Lead	HR
Alma Brennan	HR Organisation Change Manager	HR
Padraig Barry	Senior Financial Accountant	Finance
Doreen Gilfedder	Financial Controller	Finance
Collette Power	Senior Estate and Safety Manager	Estates
Yvette Moffatt	Health and Safety Manager	Estates
John Quinlan	Media Services manager	Media Services
Dónall King	Legal Council	Legal Affairs

Approver List

Name	Title	Dept	Approved Date
Justin Ralph	Chief Technology Officer	IT	14/07/2022
Ruth Meredith	IT SDM	IT	14/07/2022
Barry Holmes	HR Director	HR	14/07/2022
Doreen Gilfedder	Financial Controller	Finance	14/07/2022
Collette Power	Senior Estate and Safety Manager	Estates	14/07/2022

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1 Purpose

RCSI IT Department provides IT equipment and software to staff members and business functions where there is a demonstrated academic or business need. The purpose of this document is to establish guidelines regarding eligibility, standards and expectations relating to the initial purchase of equipment, provisioning, and the subsequent re-provisioning where equipment becomes outdated or unreliable.

2 Scope

This policy is specific to IT equipment purchased and provided via the IT Department budget. This includes but is not limited to laptops, desktops, monitors, docking stations, network, and infrastructure equipment.

Equipment not purchased via the IT budget is out of scope of this policy with regards to some levels of support (IT will provide best endeavour support), extended IT warranties, and the refresh/replacement process.

3 Policy

The aim of this policy is to ensure colleagues have the appropriate equipment to fulfil their role and encourage flexibility, mobility, and efficient business practices. Each role within the University is assessed for the role holders' needs and working patterns (full or part time, fixed or mobile). Typically, the assessment of needs will result in a university configured standard computer, together with access to network resources, printing, and scanning facilities. In each case, the agreed equipment is then fully supported and maintained by IT.

To ensure the best value from economies in purchasing, and economies of skills for support, all core University systems are primarily designed to work with Microsoft systems. Where there is some other requirement, other systems are supported, however this does in some cases require compromises (and different user practices) if there are compatibility or other issues.

One device will be provided per user, i.e., one laptop or one desktop, with supporting peripherals.

For a new staff member, or a new role, the requirement must be agreed at least four weeks prior to the required start date to ensure that equipment can be provided in a timely manner.

For existing staff members RCSI have a policy of laptop refresh (4 years) and desktop refresh (6 years). RCSI IT will engage with staff members when devices are due for upgrade or replacement.

4 Eligibility

4.1 Individual staff members

RCSI will provide access to a centrally funded standard desktop or laptop provision to all staff members subject to approval from their departmental head. Departments are asked to ensure their existing computer provision is fully utilised. Desk sharing and/or hot-desking is strongly encouraged and supported.

4.2 Non-staff members:

Individuals who are not employed directly by the University are not entitled to a university provided computer provision unless there are exceptional circumstances. These requests must be discussed directly with the IT Service Delivery Team. Any requests made for non-staff members must be funded by the relevant department and the equipment will remain the property of RCSI.

4.3 Departmental requests:

There are occasions when a business function or department (academic or professional service) require additional computer equipment to support their activities. Requests of this nature will be handled as per the conditions set out in [section 7.0](#) of this document.

5 Hardware Packages

The standard provision is designed to fulfil the majority of users' requirements in support of their work at the University whilst allowing a high standard of service and support to be delivered cost effectively. The standard for hardware is based on a Windows computer, height adjustable monitors and access to printing and scanning facilities. Depending on business and/or individual need, a choice of the following standard packages is available:

5.1 Standard Laptop Provision

The standard laptop provision consists of a Windows-based laptop. A lightweight laptop with charger and a docking station will be provided for office use. Requests are subject to the following criteria:

- For the office: A height adjustable monitor, keyboard, mouse, and laptop stand can be provided if they are not already in place.
- Any existing desktop computer will be removed and redeployed (i.e., one machine per person)

- Request for additional equipment is not supported by the central provisioning policy, although this can be added if authorised by the Head/Director of Department/Service/Institute (referred to in this document as ‘departmental head’) at an additional cost to that department subject to budget availability.
- Where possible existing stock will be used. New equipment will be provided where there is none available in IT stock or non-standard equipment is requested. See section 7 for more information on non-standard equipment.

5.2 Standard Desktop Provision

The standard desktop provision consists of a Windows-based desktop computer and a height adjustable monitor.

Requests are subject to the following criteria:

- For the office: A height adjustable monitor, keyboard, and mouse can be provided if they are not already in place.
- The device will be used as the only device (e.g., one device per person), a shared device (job sharing/desk sharing), a device for public use (Library, open access area, reception/security desks) or where the H&S team have deemed a laptop as an unsuitable device for an individual.
- Request for additional equipment is not supported by the central provisioning policy, although this can be added if authorised by the Head/Director of Department/Service/Institute (referred to in this document as ‘departmental head’) at an additional cost to that department subject to budget availability.
- Where possible existing stock will be used. New equipment will be provided where there is none available in IT stock or non-standard equipment is requested. See section 7 for more information on non-standard equipment.

5.3 Remote Working Provision

The standard laptop provision consists of a Windows-based laptop. A lightweight laptop with charger and a docking station will be provided for hybrid use. Secondary equipment for remote use (e.g., monitor, keyboard, mouse.) can be provided based on the basis of assessment and determination of needs.

Requests are subject to the following criteria:

- IT will provide hybrid working employees with equipment that is essential to their job duties, like a laptop and docking station (when applicable.)

- IT will install VPN (Virtual Private Network) and company-required software when employees receive their equipment.
- Equipment that we provide is company property. Employees must keep it safe and avoid any misuse. Specifically, employees must:
 - Keep their equipment password protected.
 - Store equipment in a safe and clean space when not in use.
 - Follow all data encryption, protection standards and settings.
 - Refrain from downloading suspicious, unauthorised, or illegal software.
 - Refrain from allowing anyone other than the authorised user to use the equipment.
- Request for additional equipment is not supported by the central provisioning policy, although this can be added if authorised by the Head/Director of Department/Service/Institute (referred to in this document as 'departmental head') at an additional cost to that department.
- Where possible existing stock will be used. New equipment will be provided where there is none available in IT stock or non-standard equipment is requested. See [section 7](#) for more information on non-standard equipment.

5.4 Assistive Technology /Occupational Health

All efforts will be made to ensure appropriate equipment is provided to enable a safe and comfortable working environment for all staff in RCSI regardless of where they work

Assessments will be carried out by RCSI Health & Safety Office (H&S) and IT equipment request will be raised by the H&S if required following the assessment. To contact H&S, email safety@rcsi.ie.

6 Software Packages

Most software is centrally deployed, based on the profile needed by each staff member. As with hardware, the standard packaged software is based on Microsoft systems, where for example Office 365 and Outlook and MS Teams are some of the core products used.

As part of the initial assessment of a users' requirement, the standard can be augmented with:

- Additional business software (e.g., MS Project)
- Accessibility software
- Specialised academic software (e.g., STATA, EndNote)
- Access to corporate systems (e.g., HR, Finance, Student Records, etc.)

Software requirements must also be set out at least four weeks in advance of a new member of staff starting. Please note that some specialised software is chargeable. All software is maintained at the latest version that is compatible in the wider landscape of all of the various software packages used and will be updated periodically.

7 Specialist Requirements – for example Apple, Linux, Chrome O/S.

It is understood that there are some requirements that are best met using non-Windows based hardware, and IT will work with departments to ensure the best solution is provided to meet departmental needs. When this is the case, IT will work with departmental heads to establish requirements and budget and, if required, as part of the Business Planning Process/Grant Application process. For requests not captured during budget planning, requests for specialised non-standard equipment will need justification. The justification and request must consider that:

- Personal preference does not constitute justification.
- Best compatibility and functionality with our corporate systems is achieved using Microsoft systems and is gained using our standard deployment.
- The request is approved by the departmental head.
- The quote purchase order will be placed by IT through contracted providers. Consumer based vendors will not be used to purchase equipment or software services.
- Depending on the request only limited support may be available after initial installation.
- The equipment is returned to IT at the end of its life for disposal.

Please note that some of the equivalent software for alternative systems do not operate in the same way as on Microsoft systems, therefore access to training and support may vary. Any request for an alternative or replacement equipment required for medical reasons should be approved through the Health and Safety office: safety@rcsi.ie

8 Equipment Returns

Equipment purchased through the IT budget belongs to the IT department. On the replacement of equipment and/or a leaving RCSI all IT equipment and supporting accessories must be returned to the IT department.

8.1 Replacement equipment

Where equipment is being swapped for a replacement, the equipment and all supporting accessories must also be returned. The assigned person is responsible for returning laptops and docks with chargers and power cables. New equipment will not be provided until the old equipment is returned.

Where desktop computers are being replaced with another desktop IT are responsible for retrieving the desktop from the office location and installing the new device.

Where desktop computers are being replaced with a laptop in an office space, IT are responsible for retrieving the desktop and will setting up the supporting equipment.

8.2 Leavers

The leaver and their line manager are responsible for returning all RCSI IT equipment. IT will engage with the leaver and the leaver's line manager to ensure equipment is returned to IT on their departure date.

All hybrid working equipment provided by IT and the H&S team must be returned to IT. This includes laptop, docking station, monitor and all associated cables (power and connectors). Failure to return this equipment could result in the leaver's department being charged for the equipment.

For office-based staff the laptop and charger must be returned to IT. All other equipment can be left on the office desk.

9 Loss and Damage

All equipment, whether funded from the centralised provision or bought as a specialist purchase, must be accounted for and inventoried. If equipment fails, then it will be repaired. If an in-house repair is not possible, then the cost of external repair or replacement for the standard equipment will be met through IT, however the cost for specialised equipment (such as Apple devices) will be met by the user's department.

If any equipment is damaged (for example a broken screen because the device has been dropped or knocked over etc.), then IT will arrange for its repair, and may be able to loan a replacement during the period of time it is with the repairer. The cost of the repair will be met by the user's department.

If any piece of equipment is lost or stolen the user's department should work closely with Finance to manage any insurance claims. The costs of replacement will be met by the department from where it was lost or stolen.

10 Age and Replacement

PCs and laptops are typically expected to have a 4-to-6-year lifecycle. Standard equipment will be scheduled for upgrade or replacement based on this. Laptops will be upgraded or replaced every 4 years. Desktops will be upgraded or replaced every 6 years.

On standard devices, software is maintained at the most recent standard possible, and this may involve an upgrade (for example the move to Windows 10). Prior to any such upgrade, then all corporate software, and specialised software that operates on the Microsoft platform will have been fully tested for compatibility.

Specialised hardware will be reviewed for upgrade or replacement on the same 4-year cycle. The full cost of any replacement is met by the user's department. Non-standard operating system upgrades will need to be discussed on a case-by-case basis, to ensure that an upgrade does not compromise any specialised software and does not compromise the way in which that machine works with corporate systems.

11 Bring Your Own Device (BYOD)

Some individuals may look to use a personal device to access RCSI resources. As many key university services are web-based (e.g., email, staff intranet, Moodle, web printing) this is possible, however there are some corporate systems that will not work without a university provided device.

Users choosing this option will be subject to RCSI [IT Security](#) and [GDPR](#) policies. RCSI will enable security measures to enable wiping of RCSI data from said devices should the need arise. It is strongly advised that staff members follow the guidance issued in the IT Security Policies to ensure best practice is adhered to.

- RCSI will not allow access to some internal corporate systems using a device that is not university provided.
- RCSI will not be responsible for repairing or replacing faulty personal devices.
- RCSI will not be responsible for any data loss on personal devices.

12 Lecture Theatre/Tutorial Room/Meeting Room Equipment

Requests for computers or other equipment for existing classrooms are made through IT but are coordinated and approved through the Media Services team. This group oversees the management of teaching and meeting room requirements. Some larger refurbishment projects and new builds will have their computer requirements factored into the overall project, and in these cases requests to Media Services are not required.

13 Requesting, Ordering and Payment

All requests must be made via the online IT Equipment Procurement Request form located in the IT Portal. The on-line form asks all necessary questions in order for the request to be fully considered and costed. Once a request is approved, the order must be placed by IT and, depending on the request, an approval process will be initiated within the University's finance system where a departmental budget holder will need to approve the order.

Peripherals can be ordered via the eSource portal by your appointed team member. The list of eSource approved purchasers can be found on the IT page on the Staff Portal along with the purchasing process and policy documents.

14 Usage of University Provided IT and Related Equipment

The users of all University provided IT and related equipment, both on-site and off-site, must adhere to the IT Information Security Policy and the Code of Conduct within it. Use of University provided printing services are for business use only and accrued usage costs will be charged to the relevant department. Usage reports are provided regularly to budget holders, however personal itemised reports can be provided to users on request.

15 Roles & Responsibilities

The I.T. Department is responsible for:

- The implementation of this process and all other relevant processes.
- Ensuring adequate resources and supporting processes are in place to ensure compliance with this process and all other relevant policies.
- Ensuring adequate technologies are in place to ensure compliance with this policy and all other relevant policies.

15.1 The Senior Management Team (SMT)

The SMT is responsible for ensuring procurement of IT resources are approved according to university policy and procedures.

The SMT is responsible for distributing the IT Purchasing Policy to all heads of Departments/Schools/Faculties/Research and for supporting the Chief Technology Officer in the enforcement of the policies where necessary.

15.2 Department Heads of Academic, Research, Administrative and Professional Services Areas

Heads of Academic, Research, Administrative and Professional Services areas are required to familiarise themselves with the policies.

The duties of the Heads of Academic, Administrative and Professional Services areas are set out below:

- The implementation of this policy and all other relevant policies within RCSI Department or service they manage.
- Making sure adequate procedures are implemented within their department or service, to ensure all RCSI employees, third parties and others that report to them are made aware of and are instructed to comply with this policy and all other relevant policies.
- Notifying the appropriate resources, if they suspect a user is responsible for misusing or is in breach of this policy.
- Complying with instructions issued by the CTO on behalf of RCSI.

15.3 Line Managers

Each Line Manager is responsible for:

- The implementation of this policy and all other relevant RCSI policies within the business areas for which they are responsible.
- Ensuring that all members of staff who report to them are made aware of and are instructed to comply with this policy and all other relevant RCSI policies.
- Consulting with the IT, Legal and Finance in relation to the appropriate procedures to follow when a breach of this policy has occurred.

15.4 Users

Each user is responsible for:

- Complying with the terms of this policy and all other relevant RCSI policies, procedures, regulations established for procurement of IT resources and services.



- Complying with instructions issued by the IT Department on behalf of RCSI.
- Reporting all misuse and breaches of this policy to their Line Manager.

16 Review & Update

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

17 Supporting Policies

[RCSI IT Security Policy](#)

[RCSI Acceptable Usage Policy](#)

[RCSI IT Purchasing Policy](#)

[RCSI GDPR Policy](#)

[RCSI Health and Safety](#)