



UNIVERSITY
OF TASMANIA

MEMORANDUM

TO All Staff in the Faculty of Health Science

FROM Richard Taylor

DATE April 3, 2003

SUBJECT Computing equipment purchasing policy and procedures

The Faculty Executive Committee recently approved the policy and procedures for purchase of computing equipment, which you will find attached to this memorandum.

As you will see, the policy and procedures are directed towards containing our computing costs whilst continuing to offer high quality service delivery. The general approach endorsed by the Executive Committee is to limit the range of software we use whilst allowing staff to continue to use both Windows and Macintosh operating systems. In other words, we are seeking to standardise the environment in which our computing services staff operate so that they can assist you more effectively with your computing problems.

There have been many drafts of the attached document, made in order to try and accommodate local practice, and I expect that in the coming months we may need to fine-tune the policy as issues arise. Our goal is to establish ways of working that allow a reasonable, flexible approach whilst maintaining costs, and thus I would welcome feedback.

Some people will be affected immediately by the new policy and procedures, for instance those staff who use their own computers, and I would ask that you contact me as soon as possible to resolve any problems you may have.

Richard Taylor
Faculty Manager

Private Bag 99 Hobart
Tasmania Australia 7001
Telephone (03) 6226 4741
Facsimile (03) 6226 4747
www.healthsci.utas.edu.au

Policy and Procedures for the Purchase of Computing Hardware

Background

The use of computing equipment in administrative, teaching and research environments has grown prolifically over the last five years. This is demonstrated by the fact that in 1998 one computing services officer managed the entire Faculty operations throughout the State. In 2003, three full time computing services staff are employed and the Faculty provides additional support for web page development and maintenance, and provides a Help Desk service. Clearly, the Faculty cannot continue to increase its provision of resources ad nauseum, and mechanisms have to be put in place to curb costs whilst maintaining a high quality of computing support.

In 2002 the Faculty commissioned Scott Donovan to undertake a review of the Faculty's computing operations with a view to receiving external advice on how we might meet the objective of providing high quality service within budget constraints. Many of his recommendations related to our purchasing practices, and the policy and procedures advocated below address his recommendations in relation to this issue.

In responding to his recommendations the Faculty has chosen to maintain its use of both PC and Macintosh platforms, rather than limit use to one platform, as recommended by Scott Donovan. It has so decided because it believes that the majority of unnecessary computing support arises not from the use of two platforms but from the use of far too many software applications and versions of each of these. Thus the Faculty's preference is to limit the software we support, but maintain access to two platforms.

A contributing factor to this proliferation of software is the lack of uniformity in the age, brand and model of hardware purchased. Consequently, it is recommended that the Faculty seek to replace computers every three years and limit its range of hardware purchase to that recommended by the University.

In 2002 the KPMG audit of the Faculty indicated a requirement to better map and control the use of the Faculty's resources, in particular our computing resources. The Faculty has revised many of its asset management practices, but in order to fully meet the auditor's requirements the Faculty still needs to better control computer equipment purchasing, and procedures for the hand-down of computers.

The review of assets also demonstrated that the lack of clear policy and procedures in relation to computing purchase had led to inappropriate purchases, duplication of resources and to a tendency to over-spend on computing capacity in relation to actual need. This situation was clearly made worse because the Faculty had no capacity to control systematically the hand-down of computers once a new computer replaced one considered no longer able to provide appropriate standards of performance.

The Faculty also needs a clear policy and procedures to govern the purchase of computing equipment from grants and consultancy income. A minority of staff believe that computing equipment purchased through research grants and/or consultancy income can be purchased irrespective of University or Faculty policy, and in addition becomes the personal property of the purchaser for replacement and hand-down as they see fit. Clearly, this view is not consistent with University policy and the absence of clear procedures within the Faculty has enabled this to happen.

Disaggregated purchasing and set up of computers has also led to the purchase of an overly-wide range of brands and versions of hardware, errors of set up and proliferation of types and versions of software. The procedures that follow seek to centralise purchase and set up, thereby eliminating these problems and ensuring a high standard of computing service across all areas of the Faculty.

Finally, a problem that has emerged recently is the proliferation of ink-jet and other stand-alone printers. Whilst these are cheap to purchase, the costs of replacement cartridges and the cost of computing service directed towards a multitude of brands and models means that these printers are in fact very expensive to maintain. A further un-mappable cost is the likely increase in printed documentation, as the facility of use of these printers encourages unnecessary printing, further adding to the costs of their operation.

Policy

1. The Faculty will comply with the hardware, software and standard operating policies of the University as detailed in **Appendices 1-3**.
2. Schools will be encouraged to utilise the University Computer Lease Scheme wherever practicable.
3. By 2006 no more than 10% of the Faculty's computers will be older than three years.
4. The Faculty will not provide computing support for inkjet printers other than in exceptional circumstances, as approved by the Dean. This limitation will not apply to networked colour ink-jet printers located in a budget centre office. The Faculty will normally only support one networked laser printer per 10 members of staff, other than in exceptional circumstances, as approved by the Dean.
5. Computing equipment purchase will be undertaken in accordance with the procedures contained as **Appendix 4** to this policy.
6. Non-standard software, not governed by the Schedule contained in **Appendix 2**, e.g. Photoshop, Adobe Acrobat etc will be allocated a registration number.
7. The Faculty will not provide support, including access to network services and provision of licensed software, for computers that are the personal property of staff. The Faculty will encourage the transfer, as appropriate, of personally owned computers to University ownership under conditions which enable the staff member to continue to utilise their computer as previously.
8. No staff member will be provided with both a laptop and desktop computer unless the Faculty Manager approves such provision. Approval will be granted only if provision of a second computer significantly enhances the staff member's capacity to meet the Faculty's strategic goals.

Procedures

(The checklist contained as **Attachment 1** provides a simplified guide to the following procedures.)

1A To purchase computing hardware:

- Nominated purchasing officers will wherever possible use a purchase card to purchase computing equipment
- *(Please note that when ordering a computer with a Windows operating system you must specify one of the following systems:*
 - *Windows XP Pro OR Windows 2000 Pro*
 - *It is important that staff follow this instruction because any other systems (e.g. Windows Lite or Home versions) will not operate on our network).*
- Where it is not possible to use a purchase card then a purchase order using the 6000 (asset) account code should be used.
- an IDR may be used for either the “lease unsupported scheme” or the “standard lease “ scheme using the 6001 (hire of equipment) account code. Note: if these options are used, Information Technology Services will be responsible for provision of asset numbers and stickers. Faculty IT staff will still be responsible for setting up equipment. The procedure described at point 5 below must still be followed for delivery of equipment.

1B To purchase computer software:

- Software can only be purchased through a purchasing officer as in 2 below. Software must be registered in the database held by Rose-Marie Vasiljuk. Original software will be copied by computer staff and the copy kept on file with original returned to owner.

1C To purchase licences for software held by Faculty:

- Contact Glenda Wardlaw at ITS, Sandy Bay (x7403) to check on licence availability and cost. Payment and order is via IDR. Rose-Marie Vasiljuk must be advised of the registration number.

2. Computing hardware, software and licences will only be purchased through the following staff:

- School of Human Life Sciences: **Dale Kunde**
- School of Medicine: **David Lovell and Geoff Phillips**
- School of Nursing: **Sonja Johnston**
- School of Pharmacy: **Peter Traill**
- North West Rural Clinical School: **Jamie Synott**
- Faculty Office (including TRSU, Partners in Health and Animal House): **Rose-Marie Vasiljuk**

3. If a member of staff wishes to purchase computing equipment that does not comply with the standards determined by the University (refer to **Appendices 1-3**) then, upon request to purchase, the Purchasing Officer will not proceed to prepare a purchase order but will advise the intending purchaser to seek the permission of the Computing Services Manager to purchase non-standard equipment.
4. Upon receipt of an application to purchase non-standard equipment the Computing Services Manager will consider the advisability of purchasing the requested equipment and any conditions that should be applied to such purchase. Conditions may include the inability to provide technical support.

The Computing Services Manager will then advise the intending purchaser whether the purchase can proceed and the conditions, if any, which will apply to the purchase. In addition, the Computing Manager may specify a suitable alternative to the intending purchaser, which the intending purchaser may or may not wish to purchase..

The intending purchaser may appeal the decision of the Computing Services Manager to the Faculty Manager, but if no appeal is forthcoming within 72 working hours then it will be assumed that the purchaser accepts the decision made and the Computing Services Manager will then advise the appropriate Purchasing Officer to proceed no further with the order, or to proceed with the alternative recommended purchase, as the case may be.

5. Computing equipment will only be delivered to the following staff:
 - School of Human Life Sciences: **Northern Faculty IT staff member**
 - School of Medicine, Launceston: **Northern Faculty IT staff member**
 - School of Medicine, Hobart: **Rose-Marie Vasiljuk**
 - School of Nursing, Launceston: **Northern Faculty IT staff member**
 - School of Pharmacy: **Rose-Marie Vasiljuk**
 - North West Rural Clinical School: **Clinton Webber**
 - Faculty Office (including TRSU, Partners in Health, Animal House and Hobart Nursing): **Rose-Marie Vasiljuk**.
6. The staff listed at dot point 5 above will, upon receipt of the computing equipment, notify the appropriate purchasing officer that the equipment has arrived. Any delivery documentation, including invoices will be forwarded to the purchasing officer with the serial numbers and description of items, as well as the end user's name, phone number and location of each item.
7. The Purchasing Officer (as listed at dot point2. above) will, upon advice of delivery of equipment and receipt of documentation:
 - check compliance with the purchase order and receipt the goods on the FMIS.
 - record the serial numbers and description of items, as well as the end user's name, phone number and location of each item.

This information is to be held until the asset sticker/s are received from the Asset Clerk, Asset Management. A copy of this information is also to be sent to Rose-Marie Vasiljuk for entering into a central computing equipment database. *Note: asset stickers are only automatically generated by Asset Management when the value of the item is \$2,000 plus. The Faculty has decided that all computing hardware, regardless of value must be included on the Asset Register. An "Asset Register Multi-Purpose Input" form should be filled in and sent to Asset Management who will then generate an asset sticker.*

8. Once the procedures described at dot point 7 have been implemented computing equipment must be immediately delivered for Hobart staff to David Wikeley's office, (Room 4.14, Clinical School), and for Launceston staff to the Northern Faculty IT staff member in the School of Nursing. Faculty IT staff will then load the necessary software and programs for the user. Delivery of the computer to the end user will occur only once the action described in dot point 10. has been completed.

Software for printers and scanners must be first given to Faculty IT staff for copying (this backup copy will be held in case the original is misplaced). The printer/scanner can then be delivered immediately to the user, once the actions described at dot point 6 are completed.

9. It will be the responsibility of the purchasing officer to ensure that Asset Management Services issues an asset sticker.

Upon receipt of the asset sticker/s the Purchasing Officer will use the information collected as described in dot point 7. to complete the relevant paperwork. The completed paperwork will then be returned, by the Purchasing Officer to Asset Management Services.

The Purchasing Officer will attach the asset sticker/s to the asset and mark that asset in whatever way required by Asset Management Services (indelible pen).

Note: After four years computer hardware may be removed from the Asset Register (even if still in use) by filling out an "Asset Disposal Request" form. After four years the item is deemed valueless.

10. Computing Services staff will not release a newly purchased computer for use until such time as it has been determined, if relevant, how the computer that is being replaced by the new computer is to be utilised in future.
11. A staff member whose existing computer is being replaced must forward to their head of school, or their delegate, the completed form contained as **Attachment 2** of this document. By so doing, they will notify their head of school that the computer is available for use within the School and seek a recommendation from their head of school about the future use of that computer.
12. The head of school after consultation with relevant staff will determine the future deployment of the available computer. A computer purchased through a

research grant will normally be transferred to another user within that group which is funded through the grant. That other user may be a postgraduate student. However the head of school has the right to utilise the computer elsewhere within the school if they wish.

ATTACHMENT 1

BASIC CHECK LIST PURCHASE OF COMPUTING HARWARE

1. Purchase must comply with the University standard (Schedule 1).
2. Initiate purchase using purchase card, purchase order or IDR.
3. When equipment is delivered, notify the appropriate purchasing officer of its arrival.
4. Check compliance with the purchase order, receipt goods in FMIS.
5. Record serial numbers, description of items, end user's name, phone number and location of items.
6. The information collected in 4 above, is to be sent to Rose-Marie Vasiljuk, Faculty Health Science, Box 99 or by email rosemarie.vasiljuk@utas.edu.au for recording in a central computing equipment database.
7. Computers to be immediately delivered Faculty IT staff for loading of software etc. Printers and scanners can be delivered directly to end user.
8. All software, including that for printers and scanners must be given to Faculty IT staff for copying.
9. All non-standard software purchases must be registered with each School (ie the person responsible for keeping the asset register).
10. Computing staff will not release a newly purchased computer until advise has been received on how the old computer will be utilised.
11. When asset stickers are received, the Purchasing Officer must attach stickers to the asset and mark asset with indelible pen.
12. Paperwork attached to the stickers must be completed using the information collected and returned to the Asset Clerk, Asset Management.
13. Staff member must complete redesignation form for the old computer.

ATTACHMENT 2

Request to transfer computer

TO BE COMPLETED BY PERSON WHO IS PREVIOUS USER OR THEIR SUPERVISOR	
Name	
Computer previously used for:	
Funding source of computer purchase:	
Computer: Brand Model Serial Number Asset Number	
Recommended future use of computer	
Reason for recommendation	
Signature	
Date	
TO BE COMPLETED BY HEAD OF SCHOOL	
Computer to be transferred to:	
Computer to be sold and funds raised allocated to*:	
Computer no longer fit for use**	
Signature	
Date	

* Finance Officer to organise tender process

** Finance Officer to organise disposal

APPENDIX 1

Schedule 1 – Hardware Benchmarks and Minimum Configuration

This Schedule applies only to **new** equipment purchases made after the date of ratification of this Policy.

- New equipment purchased after the date of ratification of this Policy should meet or exceed these guidelines, as well as conforming to the list of preferred suppliers.
- Existing equipment will not be required to comply with these benchmarks.

Equipment purchased in line with benchmarks current at the time of purchase will be assured of continuing compliance for the lifecycle of the equipment as outlined in Section 7 – Hardware Lifecycle and Disposal.

All hardware purchased by the University will meet “Tier 1” or “Enterprise Tier” conformity according to Gartner Group Inc, an internationally recognised organisation for the benchmarking of commercial and personal computer hardware. Exemptions to this requirement can be sought from the Executive Director, Finance & Administration on a case-by-case basis. Where such an exemption is sought, detail should be provided showing all quotes received, all relevant tender documentation and the reason for seeking an exemption.

Enterprise Tier conformity ensures reliability, consistency and quality across a manufacturer’s range, and including all aspects such as componentry, service and longevity of product lines. Further information can be obtained from <http://www.gartner.com/>

The following manufacturers are currently accredited as preferred suppliers to the University of Tasmania:

- IBM
- Hewlett-Packard/Compaq
- Dell Computer
- Toshiba
- Silicon Graphics
- Sun Microsystems
- Apple Computer.

All hardware purchased by the University will carry a full three year on-site warranty.

Standard **minimum** configurations for the purpose of comparison or seeking quotes for supply are kept up to date at the Central IT website are given below. This configuration will be regularly updated and should be regarded as a guide to the **minimum** specification only. The latest version should always be checked at the website as shown in the footer.

As of July 2002, the **minimum** configuration for a desktop or laptop computer is listed below:

Windows™ or MacOS™ PC:

- Gartner recognised Enterprise Tier manufacturer
- ISO 9002 certified manufacturer and supplier
- 3 year compatibility guarantee on all components
- minimum 12 month product lifecycle
- 3 Year, next day, on-site warranty (parts and service)
- Processor:
 - Windows Desktops - Intel processor 1.5GHz or faster
 - Windows Laptops - Intel processor 800 MHz or faster
 - MacOS (all) PowerPC G4 processor 700MHz or faster
- DMI 2.0 compliant hardware
- Microsoft Windows 2000/XP™ or MacOSX™ certified hardware
- 256 Mb RAM/10Gb HDD
- 17" CRT or 15" LCD monitor
- 10/100 Ethernet Card

This configuration will automatically expire 12 months from the date of publication.

APPENDIX 2

Schedule 2 – Software Configurations

Note: Due to the variety and nature of the work performed across the institution, it is neither desirable nor practicable to prescribe exact software configurations for all areas. Central IT will therefore list recommended configurations, to be followed where feasible on new hardware purchased from this date henceforth. The purpose of this recommended software list is to provide a basis for standardisation where desired, and a Standard Operating Environment (SOE) platform upon which Central IT will test and certify new and upgraded products, databases and training courses.

As of March 2002 the recommended standard software installation for new equipment (Windows PC or Mac OS) is:

Standard		Optional	
Windows	MacOS	Windows	MacOS
MS Windows 2000	MacOS 9.x or MacOSX	Oracle Jinitiator (FMIS)	
MS Office 2000	MS Office 2001 or MS Office X	Oracle Discoverer	
Eudora	Eudora	HRMS	
Netscape 4.77	Netscape 4.77	Archibus	
Terraterm		Pinnacle	
Internet Explorer 5.5	Internet Explorer 5.5	Quicktime Player 5.0	
NAI McAfee Anti-Virus 4.5	NAI Virex	TRIM	
Aladdin Stuffit, or WinZIP, or ZIPCentral	Aladdin Stuffit	Lotus Notes	Lotus Notes
Acrobat Reader 5.01	Acrobat Reader 5.01	InfoSafe	
WS_FTP	Fetch	Retrospect Remote	Retrospect Remote
Windows Media Player 7	Quicktime Player 5.0	VNC	VNC

Other software purchases outside the above parameters should be undertaken in accordance with Standard 2 – Software Provision (Purchasing & Leasing)

Updated information will be maintained at <http://www.its.utas.edu.au/standards/>

APPENDIX 3

Schedule 3 – Standard Operating Environment (SOE)

Note: Due to the variety and nature of the work performed across the institution, it is neither desirable nor practicable to prescribe a Standard Operating Environment (SOE) for all areas. Central IT will therefore provide details of the SOE with a view to encourage consistency wherever possible and practical. Provisioning departments, schools and faculties should endeavour to comply with as many components of the SOE as is practicable in the short term, with a longer term view to achieving full compliance.

As of March 2002 the Standard Operating Environment is defined as:

1. Software as defined in Schedule 2 – Software Configurations
2. Novell NDS Authentication using the UTAS tree provided and maintained by Central IT
3. Automated software distribution via Novell ZENWorks
4. Non-administrative local user access rights
5. Server-hosted print queues employing a consistent naming scheme
6. Automatically connected fileserver hosted user data volumes for storage of all volatile user data including email, documents and (optionally) profile information. Additional details are maintained at <http://www.its.utas.edu.au/dms/project/fileuseage.html>
7. Hardware-level monitoring via HP Openview or equivalent.

This document is maintained at <http://www.its.utas.edu.au/standards/>