



THE UNIVERSITY  
of ADEN

# End User Computing Device Guidelines

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make  
history!

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# Overview

The University of Adelaide provides staff with access to IT equipment and resources necessary for the undertaking of their work and study. These guidelines determine how the University of Adelaide handles allocation, distribution, and return of end user computing devices.

- Ensure all new applicable end user devices should include the following:
  - 4-year next business day onsite warranty to minimise disruption if the device fails. If the device is out of warranty ITDS would recommend replacing the device where suitable instead of repairing the asset.
  - Electrical testing and tagging to ensure HSW compliance.
  - Device deployment and Standard Operating Environment (SOE).
  - Asset management (asset record and tagging).
  - Fit for purpose (meets business needs in alignment with University values).

# Procedure

## Purchasing Devices

1. Where new devices are required, local area Procurement Procedures will be followed, and end user computing devices will be purchased by the local area.
2. Devices are to be selected from the standard catalogue where suitable to meet business requirements. If the catalogue devices do not meet your technical needs, the non-standard hardware request will facilitate a quote for alternative business-grade models or custom-built devices.
3. Devices connected to the University IT environment will follow the IT Acceptable and Usage Policy.

## Joining the University

1. Where a new device is required for a new employee, local area Procurement Procedure will be followed and end user computing devices will be purchased by the local area.
2. End user computing devices may be transferred from an existing employee to a new or other current staff member. The local area must raise a device transfer request via the ITDS Service Desk.
3. A staff member may transfer their personal mobile number to the University plan via the ITDS Service Desk.

## Physical relocation within the University Campus

1. Physical relocation of office spaces may also include end user computing devices. In this scenario, the relocation of end user computing devices will be arranged by the staff member or local area by submitting a Work Request with Infrastructure Services.
2. Where additional IT applications or access to IT systems are required, the staff member or local area will contact the ITDS Service Desk.
3. If changes to costs for IT services (mobiles, leased devices, equipment orders, etc.) is required to a new cost centre, the staff member or local area will contact Finance Support.
4. When staff transition or transfer to a new team or business area the Faculty or Division will need to decide if devices purchased by the unit are retained or transferred. If a device is leased by a faculty/division, the device must be retained in the faculty/division and cannot be transferred to another area.

## Leaving the University

1. End user computing devices are not to be permanently removed from the University for personal use. Devices cannot be purchased and will remain as university property.
2. The local area or delegate must arrange end user computing devices to be returned to their line manager, prior to leaving the University. Once returned the line manager will assess whether the

device can be re-used within their local area, or they are to contact ITDS for a cascade of the device to allow re-use or alternatively have the device wiped to become a non-University asset.

3. Returned end user computing devices can be assessed by ITDS for suitability of re-use. If the device is not fit for re-use, it will be securely and sustainably e-wasted or kept by the local area that owns the device as a non-University asset following the IT Access and Security Procedures (e.g., returned to factory default).
4. Leased equipment will be dealt with on a case-by-case basis by contacting Finance Support.
5. A staff member may

# Glossary

BYOD (bring-your-own device) means computing devices including personal computers, smartphones, tablets, and storage devices owned and managed by an individual which are used to connect to the University network, and/or to store any University data.

Cascade is where a device is