



IT Device Management Process

Standard Operating Procedure (SOP)

1 Purpose

The purpose of this document is to define a centralised University 'IT Device Management Process'.

To ensure the supply of IT devices follows a standard controlled process, that offers potential for reduced cost and value for money and to ensure all devices meet the security standards and criteria as well as ensuring they are supportable/under warranty.

This 'IT Device Management Process' has been designed as an initial step to introduce the validation and approval of all IT device requests.

Currently the As-Is solution has a catalogue for standard, non-standard and additional devices that can be ordered by Faculty/Department with local approval. The respective current catalogues will continue and are incorporated in this process.

2 Scope

The scope of the IT Device Management Process is defined within the 'Device Management Standard' which is introduced as a step towards the full implementation of an automated process. This process includes manual tasks which are required to review and approve all IT device requests.

The SOP outline is:

To re-affirm the catalogue for the standard service offering, provide guidance on when business justification will be required, introduce a manual validation check to ensure that the approvals for each request are valid and non-standard or additional equipment requests are approved at Head of Faculty/Director (or delegated budget holder) level.

DTS will maintain an 'Asset Register', which will provide the necessary management information of our device estate and identify requirements for starters, movers, leavers. It will also facilitate the management of the replacement cycle.

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The expectation is:

That all eligible employees entitled to the use of a computer will be issued with one device. The device will be defined by their role profile and dependant on business and mobility requirements. In most cases it is not deemed necessary for any member of staff to order multiple devices for business use or deviate from the standard device offering.

3 Roles and Responsibilities

The **Head of Faculty or School/Director of Department** is accountable for the devices allocated to their area. They, and their delegated **Budget Holders**, are responsible for ensuring that sufficient funds are available for the purchase of devices, prior to incurring and expenditure. They must ensure that staff in their faculty/school//department understand and follow this standard.

Budget Holders are responsible for device spend and must approve any non-standard or additional device purchase requests.

Line Managers must ensure that staff are allocated with devices that they need to perform their duties and such devices can accept security patches and are fully supported. Line Managers and people with authority to purchase devices must make requests in compliance with the requirements outlined in this standard and the device purchasing process.

Users are responsible for the safe-keeping of their assigned device(s) and must report any loss/theft/damage to their Line Manager and the [IT Service Desk](#) immediately. For example, users should always keep their devices with them but as a minimum must not leave them unattended and unsecure, such as on display in a vehicle or on public transport.

The **Chief Digital Officer** will ensure that DTS maintains and supports the device purchasing process, and that an asset register is established and kept up to date.

4 Definitions

Standard Equipment

All standard IT equipment will be provisioned from the University's preferred supplier. The University will provide a range of standard models and devices which meet most employee requirements. The range of equipment is maintained and can be accessed

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via: <https://www.nottingham.ac.uk/dts/equipment/equipment-staff/ordering-equipment.aspx>

*for increases in specification such as RAM \ CPU \ SSD on standard models please contact SCC (nottingham@scc.com), these are not considered as "Non Standard" requests.

Non-Standard Equipment

Whilst the standard items are suitable for most users across the University, it is understood due to the nature of the University's activities and research being conducted that there are situations where these standard items will not be appropriate. There may be a situation where a device is required with specific specifications, perhaps due to the research being conducted or the software being used.

Non-Standard equipment is defined as:

- Any PC equipment that deviates from the standard models
- Any Apple equipment that deviates from the standard models (as listed on the relevant page)
- Any device that contains a Wi-Fi base station functionality (such as Apple Time Capsule and Apple Airport Extreme)
- Other devices that deviate from a standard or supported form factor, or operating system e.g. Tablets (including Microsoft Surface), Android devices and wearable devices (Google Glass)
- Any requirements that are over £3500 use the non-standard equipment process.

In all cases of non-standard device requests, Campus IT Support teams should be asked to advise and assist with specification, to ensure that the correct items are purchased that meet user needs whilst maintaining value for money. Due to the nature of non-standard equipment, factors such as: delivery, warranty and support available for each item will vary. Prior to ordering any non-standard equipment a business case must be submitted that clearly sets out why the standard items are not suitable and the specific requirement the non-standard equipment will meet before approval will be given. Further details are accessible via:

<https://workspace.nottingham.ac.uk/display/BIT/Non-Standard+Equipment>

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Additional Devices

While all eligible employees will be issued with one device, additional devices can be ordered with the required business justification. DTS records will be checked to minimise the number of additional devices required.

Loss of End User Device

Users must report any device loss, theft or damage to their Line Manager and the [IT Service Desk](#) immediately. DTS will support the repair and/or temporary device replacement until such time a permanent solution is implemented.

Starters, Movers, Leavers

Starters: Line Managers will arrange suitable IT equipment for any new starter within their team. This will initially be through reallocation of existing devices where possible, or, when required, ordering new standard/non-standard devices through the appropriate process.

Movers: The Line Manager is responsible for ensuring that either:

1. The device is returned to them for any team member transferring to a different role, Faculty or Department; or
2. The device is reallocated to the new role, Faculty or Department if the device is to remain with the user.

Leavers: The Line Manager will ensure that all IT devices are returned to them if any team member leaves the organisation.

AT ALL TIMES, it is the Line Manager's responsibility to ensure that DTS are notified of any changes to ensure the Asset Register is updated with correct details for the ownership/allocation of a device.

Replacement Cycle

Devices must be used for their entire lifespan and not replaced unless damaged/unfixable or irretrievable.

The lifespan of devices purchased from an approved supplier is fully covered by third-party warranty. Using the Asset Register information DTS will notify Line Managers to ensure that devices nearing the end of their warranty period are seamlessly replaced by another device. Replacing devices ensures that equipment

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stays secure (supporting all the latest updates) and supportable. It also ensures equipment is aligned to current device purchasing standards and technologies.

Faulty IT Equipment (also applies for IT equipment to be returned)

All IT equipment issues should be reported to the IT Service Desk via the [Self Service Portal](#) for resolution.

PC Disposal

The University has a standard process for disposing redundant IT equipment which is covered by several areas of legislation, mainly:

- **Waste Electrical and Electronic Equipment (WEEE) Regulations** – covers the disposal of both useable and unusable equipment. Under this legislation:
 - as electrical equipment is classed as hazardous waste, its disposal must be handled by licensed contractors
 - we retain legal responsibility for donated equipment unless we release it to licensed organisations who can take on these responsibilities
- **Data Protection Act** – we must ensure that data does not leave the University
- **Copyright Legislation** – we must ensure that we do not illegally pass ownership of copyright materials to third parties.

As per the Device Management Standard, the University is not able to donate or sell equipment.

5 Procedural Steps

While this section describes the process, the process flow is embedded in [Appendix 1](#) which details the process steps in order as an explanation of the ‘IT Equipment Ordering Process’. The process will introduce an initial task for the requestor to complete a form which will ensure requests are validated by DTS prior to the order being placed within the Agresso system. There will also be a validation check within the Agresso request process to capture all requests to confirm all are validated.

5.1 Device Ordering

1. Once the need for a device has been identified the **Line Manager** shall:
 - 1.1. Refer to the Device Management Standard for guidance.
 - 1.2. Browse the approved product list and select the suitable device.
 - 1.3. Confirm whether a new standard, non-standard or additional item is required.

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- 1.3.1. For standard IT items, identify if the required item is for a new user, or a replacement item and confirm Budget Holder’s approval is available for the standard request.
 - 1.3.2. For a non-standard or additional item obtain a business justification and ensure additional approval from the Head of Faculty/Director (or delegate) is available.
2. The authorised **Requestor** shall:
 - 2.1. Log an IT Service Request. For a non-standard or additional device request attach the Business Justification. This is via a form within the service request.
 3. Once the Service Request form is received **DTS** shall:
 - 3.1. Review the Service Request and attached Business Justification, where relevant.
 - 3.2. Verify the request against DTS asset records.
 - 3.3. Approve/Reject the request. If the Service Request is Rejected the Requester is informed. If the Service Request is approved the requestor is notified and asked to attach the email approval to the order placed within the Agresso system.
 4. Once the Service Request approval is received the **Requester** shall:
 - 4.1. Place the order within the Agresso system.
 - ** Note: All orders placed with specific IT device suppliers and above a nominal value shall be subjected to validation in Agresso. Orders that do not meet the criteria continue through the usual process to conclusion.

If the order details contain the specified supplier names (and the value is above the nominal value) the order is Paused for validation. This will notify the nominated DTS resource to review and Approve/Reject the order.
 5. Once the Agresso notification is received **DTS** shall:
 - 5.1. Approve the order if it is validated. It will be processed to conclusion; or
 - 5.2. Reject the order if it is not valid. The Requestor will be notified with reasoning and will be required to amend and potentially re-submit the order.
 - ** For information relating to the chosen supplier and nominal value refer to Appendix 2.
 6. The **supplier** receives, fulfils and ships the order as requested.

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- 7. **DTS** receives a notification from the supplier that the device has been shipped to the requester including the IT device specifics (Asset number, Serial Number etc..). **DTS** shall:
 - 7.1. Update the Service Request with the Asset details.
 - 7.2. Update the Asset register.
- 8. Once the Faculty/Department receives the requested IT device, the **Budget Holder**, or delegate, shall allocate the device to the designated user. The request is closed.

5.2 Change of End User Notification

All IT devices not allocated to an end user, are assigned to the relevant Line Manager. The Line Manager shall notify DTS to allocate/reallocate an IT device to a new end user and update the Asset Register with the new details.

5.3 Movers/Leavers Notification

The Line Manager shall notify DTS to either: allocate the IT device to themselves (for reallocation) or update the Faculty/Department and new Line Manager details. In both instances DTS will ensure the Asset Register is updated with the new details.

5.4 IT Device Disposal Notification

The Line Manager will follow the standard Faculty/Department process for IT device disposal. They will also notify DTS of the asset details who will ensure the Asset Register is updated accordingly.

5.5 Loss of End User Device

Users must report any device loss, theft or damage to their Line Manager and the [IT Service Desk](#) immediately. DTS will support the repair and/or temporary device replacement until such time a permanent solution is implemented.

6 Associated Documents, Appendices and Resources

Device Management Standard

The Equipment Store is: <https://www.nottingham.ac.uk/dts/equipment/equipment-staff/equipment-store.aspx>

Ordering IT Equipment is: <https://www.nottingham.ac.uk/dts/equipment/equipment-staff/ordering-equipment.aspx>

Ordering Non-Standard Equipment is:

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<https://workspace.nottingham.ac.uk/display/BIT/Non-Standard+Equipment>

Guidance for setting up new IT Equipment is:

<https://www.nottingham.ac.uk/dts/equipment/equipment-staff/set-up-checklist.aspx>

PC Disposal guidance is:

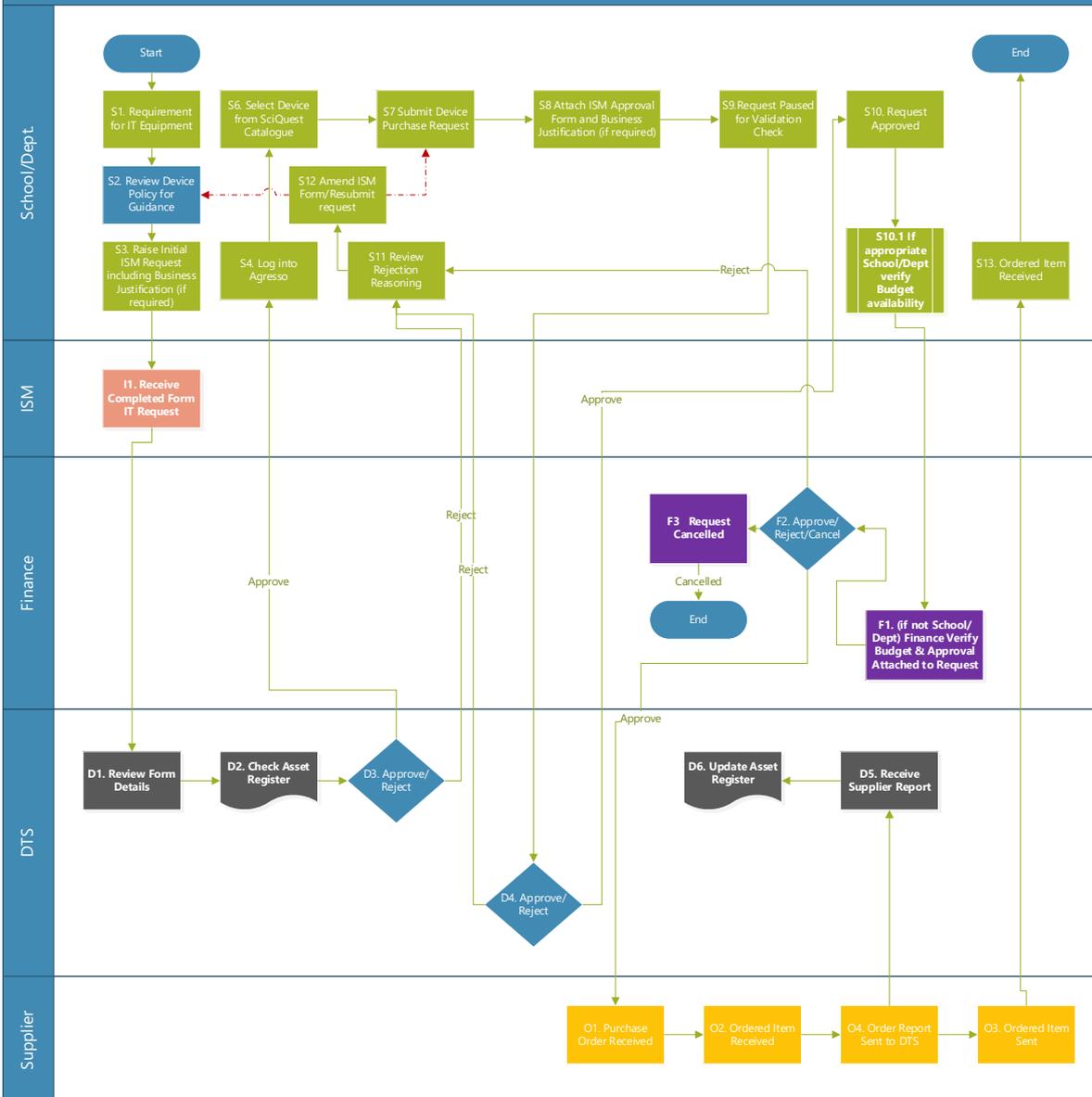
<https://workspace.nottingham.ac.uk/display/BIT/PC+Disposal>

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7 Appendix 1

IT Equipment Ordering Process



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8 Appendix 2

Three main suppliers are used for standard/non-standard IT device purchases (Specialist Computer Centres Ltd, Jigsaw Systems Ltd and Scan Computers International Ltd). The nominal value figure of £300 is applied to filter out most peripherals/monitors etc but ensures all IT device requests are captured.

Suppliers for devices considered specialised or research are not included in these criteria.

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