IT Equipment Provision for Staff	
Enabling Policy Statement; Executive Owner; Approval Route:	Our Data - Chief Operating Officer - Compliance Committee
Is the Procedure for internal use only (non-disclosable)?	Disclosable
Associated Policy Statements:	Our Operations - Chief Operating Officer
Authorised Owner:	Data Protection Officer
Authorised Co-ordinator:	Director of Support and Operations (IT Services)
Effective date:	October 2023
Due date for full review:	October 2026
Sub documentation:	

Approval History

Version	Reason for review	Approval Route	Date
1.0	Review and consolidation of existing policies. Replacing Policy on Provision of Mobile Phones and Provision of Personal Computing Policy and lost and stolen equipment protocol.	Compliance (Data) Committee.	12/10/2023

1. **Purpose**
   This document sets out the procedure for the provision and return of IT equipment including mobile phones for staff and specialist IT equipment for academic and research purposes in the University of Surrey.

2. **Scope and Exceptions to the Procedure**
   This document covers the processes around provision and return of all PCs, laptops, notebooks, tablets, mobile devices and peripherals, including branded variants / equivalents by different manufacturers. This procedure includes a lost and stolen protocol for this equipment.
   This document and procedure applies to all employees at the University and its subsidiary companies.

3. **Definitions and Terminology**

   - *"Equipment"* refers to any desktop IT equipment, including but not limited to laptops, PCs, monitors, keyboards, mice and docking stations.
   - *"Standard Equipment"* refers to the agreed specification hardware provided to most users.
   - *"Non-Standard Equipment"* refers to all equipment that deviates from the standard specification, including but not limited to laptops, server PCs, desktop PCs, and specialist peripheral equipment including specialist IT equipment for academic and research purposes.
   - *"Peripheral Equipment"* refers to monitors, keyboards, mice, docking stations, headsets etc.
   - *"PGR"* refers to Postgraduate Researchers.
   - *"Staff"* refers to payroll staff and contract staff (e.g., Unitemps), being paid by the University.
   - *"BYOD"* refers to IT equipment classed as 'Bring Your Own Device' and is user funded and owned
   - *"SIM"* refers to the SIM card associated with a mobile telephone number.
   - *"ITAD"* refers to IT Asset Disposal.

4. **Procedural Principles**
   All IT equipment, including mobile phones, irrespective of the source of funding to the University, including equipment funded via research grants and contracts remains the property of the University of Surrey.

   The University will provide staff with the necessary IT equipment needed to carry out their job. Staff will be provided with a laptop. Mobile phones are provided on a case-by-case basis to permanent staff only,

   IT Services have a standard specification list of devices which sufficiently meet the needs of the majority of staff. Staff and may be provided with pre-owned equipment, providing it conforms to standard specification and is within age guidelines.

   The standard range of equipment will be subject to periodic review and revision by the IT Services Leadership Team.

   4.1. Why do IT Services ask for IT Equipment to be returned?
   It is important to return a leaver's IT equipment and mobile phone to IT Services for the following reasons and not retain it for when a new starter joins:

   If the device is not returned to IT Services and then given to a new starter:

- There is a risk that it will not have the latest hardware or software and there is an increased cybersecurity risk
- There will be an increased likelihood the new user will need to contact the IT Service Desk with laptop performance issues
- The overall cost to the University increases if the equipment is misplaced and a new one needs to be purchased
- Every machine needs to be assessed by IT Services prior to being assigned to a new user
- The hard drive will need to be wiped of data to ensure GDPR compliance

Returning the device to IT Services means that:

- The hard- and software can be checked, replaced, or upgraded.
- It can be re-issued in full working order.
- The laptop performance and security will be maximised for the new user
- The need for the new user to call the IT Service Desk will reduce as there will be fewer issues.
- Allows IT Services to effectively track the assignment of hardware
- Overall cost to the University will be minimised.
- It is in line with the University's sustainability initiatives to repair and reuse.

Departments can retain peripheral equipment (e.g. headsets, mice, keyboards, docking stations and monitors), but laptops, desktops and mobile phones are to be returned to IT Services.

Why is it important to return equipment?

- Equipment is assessed for both hardware and software compatibility and improvement.
- Security and build/configuration policies are assessed and updated if required.
- Hardware is assessed for upgrade to extend lifecycle as well as ensuring machine remains at peak performance. Older machines are processed for disposal or resale in line with our ITAD policy.

4.2. Asset Management

All PCs, laptops / networked IT equipment and mobile phones should be ordered through IT Services and not directly by Departments with either preferred suppliers or other Third-Party companies. This equipment will be asset tagged for the purpose of tracking and management. IT Services will not accept responsibility for funding or on-going support of PCs, laptops, other networked equipment, non-standard monitors or mobile phones, unless it is procured through approved channels. Such purchases will be considered as BYOD.

All IT equipment is purchased by the University remains the property of the University even if purchased on a research grant or contract.

When research funding covers purchase of IT equipment, academic colleagues are encouraged to identify any existing equipment surplus to requirements which could be made available for reuse and inform IT Services.

A temporary need for a different type of equipment, typically use of a laptop or mobile phone, does not provide justification for the purchase of a new device. Opportunities for loan equipment exist and should be explored as the first alternative with IT Services.

Equipment that has been replaced or become redundant will be removed by IT Services with the objective of finding alternative use or ensuring safe disposal.

Staff must ensure that personal computing and mobile equipment is reasonably protected against inappropriate use, damage and theft. Adequate protection of data, particularly on mobile devices, is a user's responsibility. Guidance should be sought from the IT Senior Information Security Analyst via IT Service Desk.

4.3. New Starter

New starters will be provided with a laptop, charger and headphones, either new or re-furbished from returned devices.

Central institutional funding does not exist to fund additional peripherals (including work from home technology). Provision of peripheral equipment will only be considered in cases where a new starter is additional headcount to the University. In all instances, Departments will be expected to repurpose pre-existing peripheral equipment where available. In those instances, IT Services will assist with the move and installation of this equipment where required.

A Department can request a mobile phone for a new permanent staff member if required for their role.

In most cases the cost for the handset and monthly contract fees will be borne by the local area or department.

Handset models are predetermined and selected to ensure fleet maintainability and security.

A form for IT equipment and where relevant, a form for a mobile phone, should be filled in by the recruiting area (noting that this service is provided as a 10-day turnaround, so 10-12 days' notice prior to joining date of the new starter is advisable).

Purchasing request – IT equipment
Purchasing request – mobile phone

4.4. Students (including PGR)

The University does not ordinarily provide desktop or laptop equipment for students, including PGR students. Where a local need exists and funding is available from research grants or otherwise, ordering of these devices must occur via the standard IT processes (using the forms above).

1. **Standard Build Laptops / Equipment (Supported):** Departments can purchase a pre-approved laptop and equipment from a University preferred supplier (such as Dell), that will come with a University build / software and that will be supported by IT Services in the event of fault. These purchases should be completed through IT Services, providing a Department project (budget) code to fund the device.
2. **Non-standard Equipment (Unsupported):** Where a need exists to purchase a non-standard device, orders should be placed via IT, identifying the specific hardware requirements, or providing a related/similar quotation to be used as a reference. Support for non-standard devices will be via best endeavors.
3. **Bring Your Own Device (BYOD):** It is strongly recommended that devices only be purchased via IT Services. Where these are purchased externally significant changes may be required to the device to ensure cyber-security controls are in place, and some limitations of access and support are likely to exist. See section 4.7 for additional information.

4.5. Leaver

Leaver's IT equipment and any University provided mobile phone they may have, must be returned to IT Services and not retained within the Department or handed over to another person without IT Services' knowledge.

Please fill in the IT Equipment Leavers Form at least 2 weeks prior to staff member leaving. If you are returning a mobile phone, please state this in the additional comments field.

The laptop for the leaver will stop functioning the day after the leaving date unless there is an agreement with IT Services to retain access.

In cases where an academic colleague moves to another institution, there might be instances where computers purchased on an active research grant or contract will transfer with them. It is the responsibility of the individual to ensure that all data which is not directly related to the relevant on-going research activity is permanently deleted from the equipment prior to the transfer. It is a requirement to advise IT Services regarding the transfer so that legal ownership details may be updated.

In all other cases, if an individual's formal connection with the University (typically but not exclusively employment) ends, the leaver's process should be followed and in liaison with HR, their department should ensure that all computing equipment is returned and accounted for.

4.6. Mover
IT Equipment is assigned to a user and not to a role. When a staff member moves to a different role/department within the University they should retain their existing IT device and should inform IT Services by completing an IT Equipment Returns Form. Please note, in this case the equipment will not be returned to IT Services.. Failure to inform IT Services results in record inaccuracies, device locks and may impact replacement equipment requests.

Where a PGR moves into a staff role and equipment has already been assigned, this device will remain with the user.

Where a mover has been making use of a non-standard equipment as their primary device, such devices will remain with the original department. The reassignment of this device(s) will be addressed within the IT Equipment Returns Form.
It is expected that peripherals will remain with the original department.

4.7. Bring Your Own Device (BYOD)
Bring Your Own Devices are personally funded and owned. Where a member wants to use such a device to access, store or transmit University information must first seek formal risk-assessment of the proposed activity/technology, with ultimate review and oversight from Compliance (Data) Committee and Senior Information Risk Owner for any exceptions. Until such time, the device will have limited access to University systems, data and applications.

BYO devices fall outside of University support for both hardware and software.

Policy -using-your-own-applications-and-devices-policy.pdf (surrey.ac.uk)

4.8. Non-standard Equipment (including Research devices)
Any device purchased with University funds is considered a University asset. All requests for both standard and non-standard IT hardware should be submitted through IT services using the appropriate request form. For Non-Standard built hardware, IT Services will assist colleagues with assessing their technical requirements and create a specification for their needs.   All such requests submitted through IT Services, will be supported during their lifecycle.

Any hardware purchases that are bought outside the standard procurement and IT purchasing

process, without the knowledge or input from IT Services, still remain University assets. IT Services will only provide a basic operating system build (where possible to do so) to these devices; however IT will not provide warranty, fault fix or replacement support for these devices during their lifecycle.

Any hardware that IT Services is not aware of having been purchased, will not be supported by IT should faults or issues arise the device(s).

All IT equipment must be purchased by IT Services. Any IT computer equipment ordered without involvement of IT Services is likely to be rejected by Procurement with the requester being directed to the IT Equipment Request Form.

There may be instances where a staff member requires a different specification of device to complete their role responsibilities. Purchase of non-standard equipment should be accompanied by a business case/articulation of the need and approval from a manager of level 5 or above. In most cases these costs should be borne by research grants (or if necessary the local area) requiring the non-standard equipment, and efforts should be entered into to ensure that costs of equipment such as this are included as part of grant funding requests. Ongoing support for non-standard devices is likely to be limited in scope.

If a new starter requires a device with different specifications to do their job, then this should be included in the IT Equipment request form. The lead time for the delivery of specialist equipment will depend on the specific device and requirements and may be up to 6 weeks or more in the case of highly specialised equipment.

The provided case for the need must include reasons why a higher specification is required, which may include:

- What improvements in use are you hoping to see over and above a standard equipment etc. (delate / add as needed)
- What functionality is not provided (that you require) from our standard monitor / dock / laptop etc.
- Is the additional cost / spend fully approved by the budget holder

4.9. Repairs / Replacements/ Accidental Damage / Thefts & Loss / Insurance
All IT equipment is purchased with a minimum three-year manufacturer warranty and is not covered by insurance for accidental damage or thefts. Staff must ensure that IT equipment is protected against inappropriate use, damage and theft. The original department who paid for the equipment pays for replacement / fix of the equipment

Adequate protection of data, particularly on mobile devices, is the staff members/PRG student's responsibility. Please refer to IT Acceptable Use Policy.

IT Services will aim to replace all <u>standard</u> stolen laptops within 2 weeks of it being reported, with the currently available standard model laptop.

For any devices accidentally damaged by the user, IT Services will support the process to fix or replace the device. All associated costs with the fixing or replacement will be funded by the relevant requesting Department.

For any non-standard laptops or PCs, IT will assist with the purchase and installation of replacement devices. In these cases, the Department or research budget will fund the replacement equipment.

The lead time for this will be up to 6 weeks, if not sooner.

For any specialist peripheral hardware such as specialist mice, keyboards etc. that may be stolen, Departments can purchase replacement equipment locally through University preferred suppliers.

If a laptop assigned to an existing PGR student becomes faulty and requires replacement, the cost for the replacement laptop will be funded by the requesting Department.

### 4.10.	If a device is lost or stolen, the following process needs to be followed:

Objectives
This purpose of this process is to provide a pipeline for our users to report lost or stolen devices to IT Services to quickly gather any necessary information, determine if the event needs to be reported via Information Compliance Unit (ICU), and to provide a replacement device.

Teams Involved
- Service Desk
- Field Support
- Asset Management
- Information Compliance Unit
- Cyber Security Team

Process Timeline
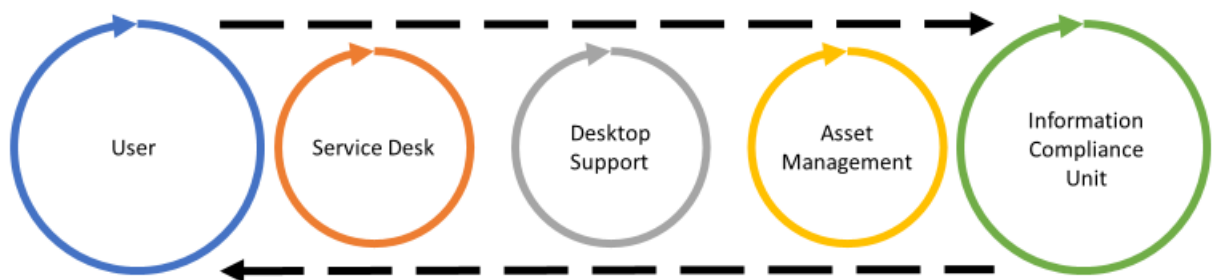
Each team has a set of tasks (detailed below) they must complete to progress this process.

User
The user needs to contact the IT Service Desk as soon as possible.

Service Desk
Service Desk to raise a IT Service ticket. Ticket information should consist of:
- User details
- Date of Event, Location of the Event, Time since event.
- Device ID (Computer Name) if known.
- Any other University devices or data stolen or lost?
- Was the password to the device with the device or items stolen? Such as on a sticker on the device.
- If the device is stated as stolen, report it to the police and provide a crime reference number
- Has the user been directed to the Breach Reporting form, or have they already filled it out?

If the device ID is not known by the user, this will need to be found by the Field Support team. The user will need to fill out the data breach form to indicate whether there was any personally-identifiable information (PII) present on the lost/stolen device, following the simple workflow a https://www.surrey.ac.uk/form/data-breach-form. Even if no PII or other sensitive data is believed to have been lost/stolen, if in doubt, the user should fill in the form in order to record events of this type.

Once the ticket has been created along with the above information, assign the ticket to CIDO Office.

Field Support
- Find device information if not already provided by the reporting user.
- Isolate device in Defender for Endpoint if possible.
- Schedule device for remote wipe if stolen if possible, or for 3 days if lost.
- Disable Computer Object within Active Directory
- Confirm if device is encrypted.
- IT Services will work with the Department to identify interim work arrangements whilst the replacement laptop is arranged.

Asset Management
- Mark laptop as lost or stolen in asset management system with CRN. (Crime reference number)
- Add the device to the lost and stolen DB Immobilise.
- Assign new laptop to user.

4.11. Mobile Handsets, Tariffs and Network Provider
Mobile tariffs are determined by pre-existing contract agreements with the University preferred Network Provider, that have been assessed against agreed criteria by IT Services and Procurement.

Mobile handsets are considered a business tool and the handset model(s) that are provided will be determined in line with best value pricing and functionality for University requirements. The handset model and network provider will be pre-determined by IT Services and Procurement.

The cost for purchasing a handset will be paid by the requesting Department, pricing will be shared at the point of request.

IT Services will monitor low / no use connections to determine, with Departments / Managers, which mobiles can be returned to IT Services to reallocate to other users.

4.11. Mobile Usage
Mobile equipment issued by the University is to be used primarily for work-related communications.

Mobile handsets should not be used as standard to tether devices such as laptops to a mobile hotspot, which will incur substantial additional charges to the Department / University.   On limited occasions, such as short travel and short-term remote working where local Wi-Fi is unavailable, tethering may be used. However, this should not be used as a full-time replacement for standard Wi-Fi. Where data analysis by IT Services identifies high volumes of data use, this will be highlighted to the relevant Department.

Use of, or subscription to, premium and/or interactive mobile services using a University phone is strictly prohibited and normally blocked as standard on the mobile business account / contract.

SIM Swapping – The University does not permit the transfer of the University SIM card from the supplied handset to a personal device. This may incur substantial costs for incorrect tariff usage and the University will seek full recompense for any additional charges incurred due to this action. The University would also point out that this may cause serious security breaches where 'data' based devices carry University information.

In addition, no staff member is permitted to swap their assigned SIM or mobile handset with another colleague when they no longer require it or wish to have a replacement handset.

Devices remain tracked and managed assets, which contain University data, and are considered in the same way as University desktop and laptops.

Faulty or replacement mobile handset requests need to be made using this form on SurreyNet: [Purchasing request – mobile phone](#).

The cost for any replacement handset will be met by the requesting Department.

In all instances where a mobile phone is no longer required by the end user, either through a change of role or in leaving the University, the handset and SIM card MUST be returned to IT Services by the end user or Department.

Where a colleague is taking over a role which requires a mobile phone, this should be submitted as a new request using the Mobile Request Form. The phone for the existing role incumbent must be returned to IT Services.

Note: All users and their line managers must be aware that call usage will be monitored on a regular basis.

4.12. Mobile Phone User Responsibilities
Members of staff who are allocated a mobile device will be held responsible for the handset and all calls made and other charges incurred. It is therefore essential that devices must be kept secure at all times and use by anyone other than the named individual is prohibited.

The handset/SIM PIN code or other security locking system should always be used. Sensitive information (e.g. personal data, passwords, or any other data that could bring the University into disrepute should it fall into the wrong hands) should not be stored unsecured on a mobile device. Staff should consider the impact of retrieving their email on mobile devices.

Handsets that are lost or stolen must be reported immediately to the IT Service Desk 01483 689898, itservicedesk@surrey.ac.uk) so that the handset can be deactivated. It is strongly recommended that users keep a separate note of their handset's IMEI number as this will need to be provided to the mobile provider to deactivate the handset.

Please note: In most cases, users can input the following key sequence into their phone in order to display the handset's IMEI number: *#06#.

5. **Governance Requirements**
   5.1 **Implementation: Communication Plan**
   This Procedure will be published on the University website and SurreyNet. A notice will be issued via both a Leader's Alert and an accompanying post on SurreyNet.

IT Services will provide bespoke training sessions to Department Administrators.

IT Services will ensure the Procedure is included in the Staff Handbook, the onboarding and the off-boarding process.

5.2 Implementation: Training Plan
IT Services will provide support and guidance, as necessary.
IT Services will provide a training session each time significant changes are made to this Procedure.
IT Services will refer to this document when IT Services staff liaise with staff in support of IT equipment requests.

5.3 Review
This procedure will be reviewed regularly by the Director of Support and Operations, with input from operational IT teams, in line with strategic changes to IT support and provision.

Formally, this procedure will be reviewed every 3 years, if not sooner.

5.4 Legislative Context and Higher Education Sector Guidance or Requirements

N/A

5.5 Sustainability
The reusing of devices from staff that have left the University means a reduced need to purchase additional equipment and therefore reduced impact on production and shipping.

The desktop IT equipment that is purchased for the University is compliant with https://www.epeat.net/ and Total Cost of Ownership (TCO).

We use an Electronic Waste disposal company, that:
- Refurbishes and resells desktop devices.
- Recycles all components in broken or aged devices.
- Provides credit for resales back to the University to reinvest new equipment.
- The above avoids landfill for our disposed of products.

6 Stakeholder Engagement and Equality Impact Assessment

6.1 An Equality Impact Assessment was completed on **25/04/23** and is held by the Authorised Co-ordinator.

6.2 Stakeholder Consultation was completed, as follows:

Stakeholder (share with this group together)	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	Reviewed and approved prior to committee.	N	27th April 2023	Andrea Langley, Compliance Manager OIA and Policy

					Framework
H&S	Procedure review. No concerns identified.	N	18th April 2023		Paul Daniell, Health & Safety
Sustainability	Development and review of this Procedure 1.0	N	3rd April 2023		Martin Wiles, Head of Sustainability
EDI	Discussion on hardware support for adjustments and OH referrals. Further review of specific process is ongoing.	N	4th April 2023		Jo McCarthy-Holland, Equality, Diversity and Inclusion Manager