

IT Purchasing, Maintenance & Disposal Policy

Responsible Officer:	Deputy Director: ICT Support Services
Last Updated:	April 2018
Date of Review:	March 2020
Audience/Application:	Staff
Related Documents	<ul style="list-style-type: none"> – Acceptable Use of Information Technology (C-22) – Competition and Consumer (Cth) Act 2010 – Procurement Handbook – Fixed Assets Procedure

1. PURPOSE

This policy governs the purchasing, maintenance and disposal of hardware and software within the University of South Australia (UniSA).

2. SCOPE

Purchasing of equipment must conform to the principles outlined in the [Procurement Handbook](#) including that of the Vice Chancellor's authorisations.

3. SUPPLIERS

Preferred/contracted suppliers are chosen through a formal tender process to supply personal computers, including desktop, laptop, tablet and server systems. The Procurement Guidelines state that **'if either a common use contract or preferred supplier arrangement is in place they must be used'**. A list of designated hardware suppliers is available on the [Hardware Purchasing web page](#).

- Preferred or contracted suppliers have been through a formal tender process whereby negotiated and agreed pricing has been arranged and guided by a contract agreement. Refer to the [Procurement web page](#).
- If a preferred/contracted supplier cannot provide the required computer system or systems, prior permission to purchase from an alternative source must be obtained from the Chief Information Officer (CIO) or authorised delegate. The procedure can be found on the [Computer System Purchase Exemption Procedures web page](#).
- Purchasing Cards must not be used for the purchase of goods and/or services which are (i) covered under established University preferred supplier arrangements; or (ii) identified on the [Prohibited Transactions List](#).
- Supplier confidentiality and privacy will be maintained according to the requirements of University's Competition and Consumer Act (as detailed in the University's [CCA Compliance Manual](#)), the PC Tender and Master Supply Agreement.
- ISTS will meet supplier representatives and IT support staff regularly to ensure appropriate service is provided by suppliers. Performance will be measured by KPIs set out in tender documentation.
- Unsatisfactory performance and/or support from a supplier must be reported to the UniSA Asset Coordinator who may enter into a dispute resolution process.

- ISTS will maintain and publish information for each designated supplier and for each hardware category outlining the approved model ranges, recommended models and details of standard system bundles that can be supplied to the University.

4. SOFTWARE

ISTS is responsible for a range of software licensing across the University.

When there is a need for specialised software licenses that are not available from ISTS, the Division/School/Unit may directly negotiate pricing with the vendor in consultation with the relevant IT manager.

Cost centre managers will consult with ISTS for large scale licence purchases (eg Division based licenses) before committing to a licence agreement.

5. ENVIRONMENTS

The Windows operating system environment will be the standard desktop environment for staff desktop, laptop and tablet systems:

- The Windows operating System environment will be the preferred computing environment to provide full access to the University corporate systems.
- Apple, Unix, Linux and other operating systems will only be used for desktop computing where there is a particular teaching or research requirement.
- ISTS will maintain specifications of recommended desktop, laptop and tablet hardware for systems that run a Windows operating system.

Servers on the University network will run on a Microsoft Windows server operating system. For a limited range of specialist tasks other server operating systems may be used following consultation with ISTS.

6. ORDERING

6.1. Desktop computer systems

Desktop computer systems that run a Windows operating system must be purchased from a preferred supplier as standard desktop system bundles. If equipment that is not available as a standard system bundle is required, a manual quotation may be obtained.

6.2. Ordering laptop computer systems

Laptop and tablet systems that run a Windows operating system must be purchased from a designated supplier as standard laptop system bundles. Laptop purchases include tablet systems. If equipment that is not available as a standard system bundle is required, a manual quotation may be obtained.

6.3. Server systems

Server systems that run a Windows operating system must be purchased from a designated supplier and must be purchased from an approved model range and preferably a recommended model. Prior approval from ISTS is required for purchases of server equipment not from an approved model range.

6.4. Apple systems

The preferred suppliers for Apple computer systems are able to provide Apple hardware and the associated services required. The [Hardware Purchasing web page](#) provides details of suppliers who are able to supply specific Apple system with the required UniSA services.

6.5. Computer peripherals

Computer system peripherals such as printers, scanners, external hard drives, etc. should be purchased from [UniSA Designated suppliers](#).

7. ASSET CONTROL

ISTS is responsible for maintaining records of all computer systems acquired by cost centres including warranty records.

ISTS are responsible for maintaining records of blue plates of computer systems connected to the University wired network. Records will not detail components of each device.

ISTS are responsible for maintaining software records to meet obligations to software vendors under licensing contracts.

8. MAINTENANCE

The IT Help Desk will be the central point of contact for maintenance calls to all suppliers.

9. DISPOSAL

Disposal of information technology hardware acquired for University purposes will be managed by ISTS and any funds derived from the sale or auction of such hardware will be returned to cost centre which funded the original purchase.

All software and University data must be removed from hardware prior to disposal.