

## POLICY PAPER

### **LSHTM Desktop, Laptop and Mobile Device Procurement Policy**

#### **Objective**

The primary objective of this policy is for the School's IT Services to provide clear guidance and specification of how new desktop, laptop and mobile devices should be procured by anyone employed by the School. This is in support of our School value statement committing to financial and environmental sustainability as well as contributing towards our School strategic goal of providing efficiency of systems and processes. The scope of this document includes desktop and laptop personal computer (pc) devices, mobile phones and tablet devices.

As a public body, it is important that we combine good practice in procurement with value for money support, and in order to achieve this we need to limit purchases to a specific, agreed list of items which can be purchased at preferential rates and supported. It is notable that HEFCE are increasing their expectations with regards value for money and also the ESRC are scrutinising grants more carefully to ensure that appropriate equipment for the requirement is being procured. Against this backdrop, the intention of this policy is to provide a pragmatic and flexible service to ensure value for money and appropriate equipment is delivered and supported in a timely manner.

#### **General Policy**

With effect from 1 April 2015, it is a mandatory requirement that all School Faculties, Departments, Centres and projects purchase desktop, laptop and mobile devices via the procurement process outlined below (draft process presented in appendix A), which ensures we obtain best value for money both from our purchases and from the internal support for purchasing, IT maintenance and finance.

All desktop, laptop and mobile devices purchased must be to one of the equipment specifications detailed in the Schedule of Recommended Equipment Specifications (an example of which is in appendix B), which includes information on the capacity/functionality of the equipment, its suitability for the type of user, etc. This list will be reviewed and updated by academic staff and ITS every 3 months and presented on the ITS intranet pages. It will provide an appropriate range of prospective devices with the associated recommended contract arrangement, which should fulfil all requirements.

All desktop, laptop and mobile devices must be purchased through this process, using the online tools provided (including Agresso and Science Warehouse) through the use of purchase orders. School purchasing cards or expense claims must not be used for the purchase of computer equipment. The Director of the School will be notified of any instances where this requirement has followed.

All items supplied via IT Services will be supported and maintained for their effective useable life and a replacement will be prompted in advance of the timings outlined below (appendix C).

#### **Approval of Equipment Purchases**

All purchases of desktop, laptop and mobile devices must be discussed with, and approved by, the budget holder for the project code funding the purchase.

In any case where the required approval(s) for a purchase is not given, under no circumstances should that machine(s) be purchased.

*Base/Standard Model Devices (expected to be about 80% of volume)*

There will be no requirement to seek further additional approval from the designated Faculty Operating Officer or Head of Service.

*Mid-range and High-end Devices (expected to be about 15% of volume)*

Such purchases must be approved by the respective Faculty Operating Officer or Head of Service, who will verify the need for the particular specification of machine - for example, where the specification of a laptop or mobile phone device is higher than normal for the type of user. In such cases, the Purchase Order Requisition must be counter-signed by that individual responsible for verifying the purchase.

If there is any further clarification required, the respective IT Business Partner within IT Services will undertake this approval role. In this regard, requests for approval should be emailed to [ITSHelpdesk@lshtm.ac.uk](mailto:ITSHelpdesk@lshtm.ac.uk). If the request is approved by IT Services, then approval will be communicated by email, a copy of which should be retained with the Purchase Order Requisition.

*Non-standard Requirements / Exceptions (expected to be about 5% of volume)*

It is recognised that, in exceptional circumstances - for example, a specific research requirement - a 'non-standard' machine may be required. In such cases, a sound business or technical case (no more than one side of an A4 page) should be made for the exception. Note: please also see Apple section below.

Exceptions would include the following:-

- add-ons (such as additional memory or a larger monitor) being purchased with a machine to effectively 'customise' it to meet a specific requirement; or
- the purchase of a machine where the specification is different from any of those for which the supplier is contracted.

The business case must be approved by either the Faculty Operating Officer or Head of Service and the respective IT Business Partner from IT Services. In this regard, requests for approval should be emailed to [ITSHelpdesk@lshtm.ac.uk](mailto:ITSHelpdesk@lshtm.ac.uk).

Approval, if given, will be provided by email to the requestor.

**Requirement for more than one computer device (non-phone), i.e. Desktop and Laptop or Tablet**

The normal expectation is that a staff member requiring a computer would have a desktop or laptop machine, but not both. Docking stations can enable laptops to connect to a monitor, keyboard, etc and function as a desktop machine. A standard build can include one or two monitors as required. Where an exception is requested, a sound business or technical case should be made for this.

The decision process should be based on defined user requirements. Where the use in both desktop and laptop mode is identical, then a laptop and docking station should be provided.

Where a user has a requirement for a higher specification for “at desk” use (eg high end graphics), but requires a laptop for mobile use that is targeted at lower demand computing (eg MS Office and related applications), then the purchase of an appropriately specified desktop and laptop is permitted.

The decision should deliver the computing requirements of the user at the optimum price break for the School.

## **Reporting**

Reports on desktop, laptop and mobile devices purchased will be issued, on a quarterly basis, to Faculty Operating Officers, Heads of Services and Head of Customer Services. This will show all equipment purchased for the previous quarter and will enable the representative to identify any instances of non-compliance with policy or deviation from the recommended specification of machine for a particular user.

## **Purchase of Workstations**

All standard and non-standard workstations should be requested via [ITSHelpdesk@lshtm.ac.uk](mailto:ITSHelpdesk@lshtm.ac.uk).

## **Policy on the Procurement of Apple Computing Equipment**

There are sometimes very functional reasons why specific products supplied by a particular supplier are the only possible solution to a user’s requirement. However, sometimes this perceived need can be largely put down to an individual’s personal preferences. Invariably, the required functionality can be delivered through numerous alternative routes. It is also to be noted that typically, products supplied by Apple are priced at a premium to devices of comparable functionality.

Any requests for a device of any type produced by Apple will be considered an exceptional circumstance – and as such will require a sound business or technical case (no more than one side of an A4 page) to be made for the exception.

The business case must be approved by either the Faculty Operating Officer or Head of Service and the respective IT Business Partner from IT Services. In this regard, requests for approval should be emailed to [ITSHelpdesk@lshtm.ac.uk](mailto:ITSHelpdesk@lshtm.ac.uk).

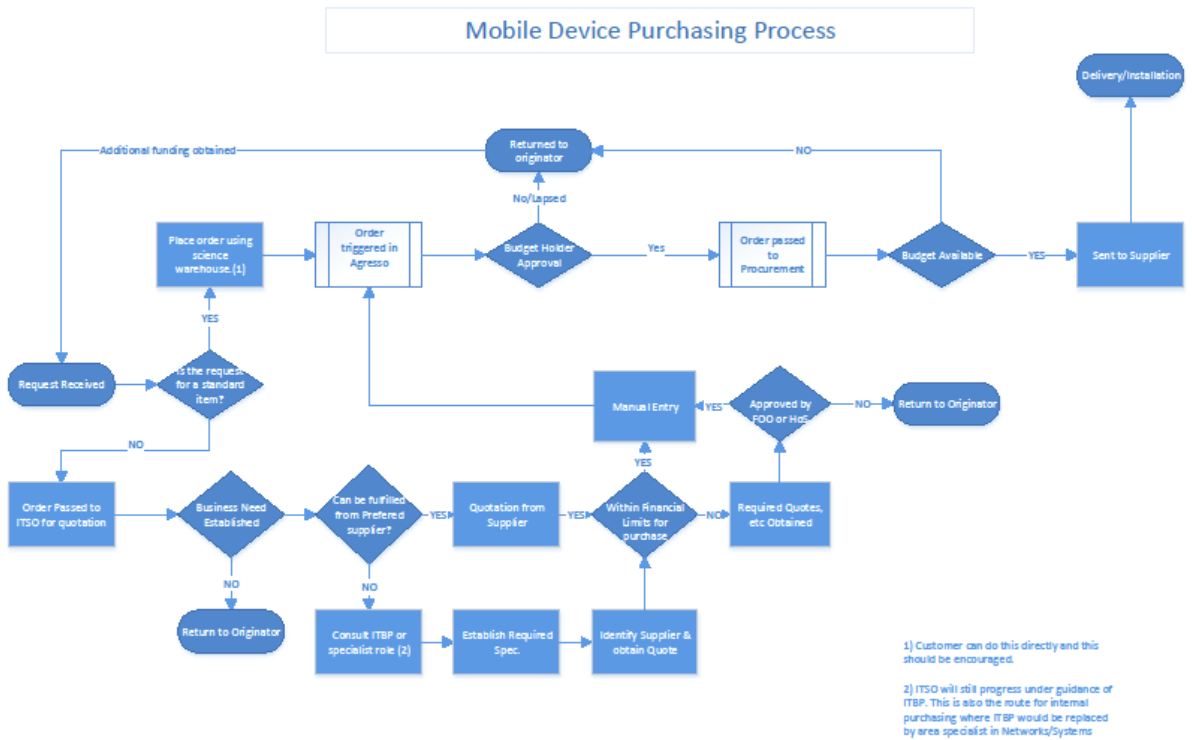
Policy Written: January 2015

Policy Review: January 2017

**Appendices:**

**Appendix A - Process to purchase desktop, laptop and mobile devices:**

**Draft**



## Appendix B - Schedule of Recommended Equipment Specifications:

### **EXAMPLE**

#### Approved Hardware Specification as of April 2013 from PC desktop tender

##### **VDI**

10zig PC  
UK English keyboard  
Wired Mouse  
19" TFT LCD Monitor

##### **Base Level PC**

*Optiplex 3020 SFF*  
*Intel core i3 dual core 3.4GHz*  
*4GB*  
*500GB*  
*Keyboard and mouse*  
*Dell 19" monitor*

##### **Base Level Laptop**

*Latitude 3440*  
*Intel core i5 1.66GHz dual core*  
*4GB*  
*500GB*  
*Case*  
*Mouse*

+ The option for additional 19" TFT LCD Monitor and external keyboard and mouse to comply with DSE Guidelines

<http://www.dell.com/uk/enterprise/p/latitude-e5430/pd>

##### **Apple Base Level Desktop**

MAC Mini  
2.5GHz Intel Core 2 Duo  
4gb RAM  
500gb Hard drive  
Wired Apple mouse  
19" Standard TFT LCD Monitor  
UK English keyboard  
[http://store.apple.com/uk/browse/home/shop\\_mac/family/mac\\_mini](http://store.apple.com/uk/browse/home/shop_mac/family/mac_mini)

##### **Apple Base Level Laptop**

Macbook Pro  
2.5GHz Intel Core 2 Duo  
4gb RAM  
500gb Hard drive  
[http://store.apple.com/uk/browse/home/shop\\_mac/family/macbook\\_pro](http://store.apple.com/uk/browse/home/shop_mac/family/macbook_pro)

##### **Enhanced PC**

3.4ghx i7 quad core processor  
8gb RAM  
500gb Hard Drive  
UK keyboard  
Mouse

19" TFT Monitor

[http://configure.euro.dell.com/dellstore/config.aspx?oc=sm015d9020sff8&model\\_id=optiplex-9020-desktop&c=uk&l=en&s=bsd&cs=ukbsd1](http://configure.euro.dell.com/dellstore/config.aspx?oc=sm015d9020sff8&model_id=optiplex-9020-desktop&c=uk&l=en&s=bsd&cs=ukbsd1)

### **Enhanced Laptop**

3.4ghz i5 quad core processor

8GB RAM

500gb Hard Drive

15.6" Screen

Wired Mouse

<http://www.dell.com/uk/business/p/xps-15-9530/pd?c=uk&cs=ukbsd1&l=en&s=bsd&~ck=mn>

### **Enhanced apple desktop**

iMac 21.5-inch: 2.9GHz

8gb

1TB hard drive

Wired apple mouse

Keyboard

<http://www.apple.com/uk/imac/>

### **Enhanced mac laptop**

*Macbook pro with 15" retina display*

*2.66GHz quad core intel core i7*

*8GB, 256GB flash storage*

*Thunderbolt to gigabit Ethernet adapter*

### **Standard Tablet**

*Apple Ipad Air 16GB wifi only*

Or

*Samsung Galaxy Tab 3 16GB 10.1"*

### **Mobile Phone**

*\*iPhone 4S 8GB*

Samsung Galaxy S3 mini

### **Desktop Monitor PC/MAC**

PC monitor 24"- Dell E series E2414H

### **Keyboard/Mouse**

Kensington value keyboard

Kensington mouse in a box USB optical mouse

### **Provision of standard software.**

There is a range of software that is standard to each machine and which includes:

- Microsoft Office Windows/Microsoft for MAC
- Windows Operating System / MAC OS
- Access to all relevant MIS systems as appropriate
- Anti-virus software.

**Appendix C – Schedule of standard replacement timescales:**

**EXAMPLE**

Agreed Cycles of hardware replacement. Applies to Base and Enhanced level of equipment.

Asset type	Replacement Cycle	Notes
VDI - Virtual Desktop Initiative	5 years	
Desktop PC	5 years	Will be replaced with VDI unless business case for desktop
Apple desktop	5 years	
PC Laptop	3 years	
Apple laptop	3 years	
Laser Printers	None	Replaced with access to centralised print service unless business case for replacement approved
Tablet PC	None	Tablets are not included in any centralised replacement schedule and must be funded by Departmental budgets
Servers	5 years	
Major Infrastructure	In line with infrastructure business plans	
Mobile Phone	In Line with negotiated contracts	

All replacements will be based on the specification level agreed for that year (Appendix B) where a user has qualified for an enhanced specification replacement will be at an enhanced level. Any changes to a user's specification level need to be identified in a business case and funding agreed for the difference between the minimum specification and the higher specification. IT Services will be required to refer all change of specifications that exceed standard device criteria (Appendix B) via business cases to their Faculty Operating Officer or Head of Service.

Close management of the software replacement cycle will also be overseen by IT Services so that there is a consistency of approach and relevant training and support in place before a major upgrade.