IT END USER DEVICE, MOBILE DEVICE AND SOFTWARE

PROCUREMENT

OLA AND POLICY

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IT END USER DEVICE, MOBILE DEVICE AND SOFTWARE PROCUREMENT OLA

This document sets out the policy to establish the principles applied to the procurement processes and procedures for IT End User Devices (EUDs) and associated peripherals, mobile devices, and software within the University of Exeter.

What is an OLA;

The Service Level Agreement (SLA) is an agreement between an IT service provider and a customer. The Operational Level Agreement (OLA) is an agreement between an IT service provider and another part of the same organisation, governing the delivery of an infrastructure service

1   PURPOSE

By defining the structure for procurement processes and procedures, the goal of this policy is to:

1.1   Ensure all staff understand the desired delivery timelines for standard items of IT and mobile equipment and software. Anything that is deemed as nonstandard will receive a bespoke timeline depending on the type of item and current delivery build timelines from suppliers.

1.2   Ensure staff have access to the most appropriate equipment and software to enable and support them in achieving the strategic goals of the University.

1.3   Streamline the procurement of standard End User Devices (EUDs) and associated peripherals, mobile devices and software, allowing for quicker turnaround times, a smoother end-user experience, increased budgetary control, more cost-effective purchasing.

1.4   Ensure all IT related items are ordered through suppliers sourced via an approved procurement route, predominately through compliant public consortium frameworks. Deliver value for money through good procurement practice and the development of an effective and co-ordinated approach to purchasing across both organisations.

2   SCOPE

2.1   To define the delivery time for all items of required to complete the duties within your role.

2.2   This policy applies to all purchases of EUDs and associated peripherals, mobile devices and software purchased by University of Exeter staff.

3   KEY DEFINITIONS

The following definitions apply for the purposes of this policy:

3.1   This document will provide a clear, concise, measurable description of the service IT Services will provide to regarding end user devices and peripherals, mobile devices and software.

3.2   End User Device (EUD): Hardware that people can use to interact with data and applications such as desktop devices and laptops.   This device will usually be the user's primary device, or will be connected to a specific location.

3.3   Computer Peripherals: Any external device that provides input and output for an EUD, such as monitors, keyboards, headsets, mice and printers.

3.4   Computer Accessories: Items that enhance the user experience with the EUD but are not connected to input or output ports of the EUD. Examples of this are monitor risers, wrist rests, mouse mats, laptop stands and carry cases.

3.5   Mobile Devices: A portable computing or communication device capable of wireless communication that does not fit the EUD definition above, such as mobile phones and tablets. This does not include Digital Paper devices such as Remarkable Tablets or Kindle Scribes.

3.6   Software: Application software that is installed and used on systems owned by, or managed by or for the university.

4   POLICY STATEMENT AND CONTENT

4.1   EUD Entitlement

4.1.1   Staff: the standardised EUD hardware offering (aligned to the agreed needs of the role), will be provided from a centrally held budget. Hardware can be requested using this link

4.1.2   PGRs: the standardised EUD hardware offering, as per staff, will be provided from a centrally held budget. Exceptions can be requested by the supervisor using a technical evaluation request.

4.1.3   Shared areas including teaching and learning spaces: a desktop workstation is the default device for these areas. For faculty specific spaces, end user device allocation is set out and agreed by the department or school responsible for that space. Each area is assigned a workstation type and will be allocated a device appropriate to that area.

4.1.4   All EUD devices are procured and replaced at the end of their lifespan from a centrally held budget (a refresh cycle can be found in appendix A).

4.1.5   Each established role within the institution is associated with a pre-defined, standardised EUD hardware offering package, agreed and approved by [Future of Work](#).

4.1.6   Equipment is provided based on the individual's needs to undertake their role.

4.1.7   All staff with a role-based requirement for a device will be offered a Windows OS Device unless the requirement dictates a Mac or Linux device. (The standard hardware specification can be found in Appendix B) Our service catalogue can be found [here](#)

4.1.8   If the standard hardware package issued to an employee is not deemed suitable by the requestor, then a Technical Evaluation Request will need to be submitted for an alternative device to be considered (see [Section 3.8](#)).

4.1.9   Managers of individuals requiring additional support should follow link to our [occupational health pages](#)

4.2   Mobile Device Entitlement

4.2.1   Only roles approved by PSDLT will be provided with a mobile device. These will be considered on a case-by-case basis.

4.2.2   Two mobile phone handsets will be offered, one IOS one Android as listed in Appendix B.

4.2.3   Three tablets will be offered, one IOS, one Android and one Windows, as listed in Appendix B.

4.2.4   If the device offered is not considered suitable for the role a Technical Evaluation Request must be submitted for an alternative device to be considered (see [section 3.8](#)).

4.3   Software Entitlement

4.3.1   The University provides a range of standard software applications that are available to all staff and students. These include:

- Microsoft Office 365 (Word, Excel, PowerPoint, Teams, OneDrive, etc.)
- Email and calendar applications
- Web browsers
- PDF readers
- Antivirus software
- Virtual Private Network (VPN) client

4.3.2   Additional software specific to roles or departments will be provided based on business need and must be requested through the Software Request form available on the IT Self-service Portal.

4.4   ROLE TYPE requirements for End User Devices

4.4.1   As part of the Future or Work, the following role types have been established

Role Type	Description
On-Campus	An on-campus role type describes a role where colleagues are on-campus all of their working time
Hybrid	A hybrid role type describes a role where work can be carried out either on-campus or remotely. The majority of University staff are likely to be defined as hybrid, although it is understood that the % on campus of these staff will not be defined by identifying this type of worker, and that this % is only ascertainable through business-need led conversations between line managers and staff. This % could shift as future changes to space use are implemented following the outcomes of the Adaptive Estate Report.
Remote	A remote role type describes a role which does not need to be on-campus at all, with all work carried out from a remote location.

4.4.2   Regardless of role (with exceptions for staff who have minimal use for IT in their daily duties) the minimum equipment requirement is likely to be

- A laptop
- A set of headphones

4.4.3   There is a requirement for the provision of the following equipment for shared desk use on campus (regardless of hybrid or on-campus role type):

- Desk
- Height adjustable chair
- 27" Inch Monitor
- A USB-C dock
- A USB keyboard
- A USB mouse
- Printers and Scanners – Access to if required
- AV Equipment – Access to if required

4.4.4   Exclusive hybrid role type additions recommendation

For an individual who has their workstyle deemed as hybrid there is an additional requirement for the following to be supplied for their remote workspace area:

- Single or dual monitor
- A USB-C dock
- A USB keyboard
- A USB mouse

4.4.5   Fully remote role type additions

A fully remote role type would receive the same provision of the on-campus role type.

4.5   EUD Provision

4.5.1   Device delivery:

4.5.1.1   Requests for devices should be made by submitting a request through the self-service portal.

4.5.1.2   In normal circumstances, delivery of standard catalogue items will be achieved within 10 working days of the request being placed. The OLA clock will operate during core working hours 0800-1800 Monday to Friday. Anything logged outside of those hours will automatically start the OLA clock at 0800 next working day.

4.5.1.3   Prior to the start of the academic year, please give us much notice as possible in order to cater for increased demand.

4.5.1.4   Non-standard devices will be issued only on an exceptional basis. Non-standard devices are built-to-order by the manufacturer and are subject to the lead times from our suppliers. Customers will be advised of current lead times when the request is received by IT Services. An interim device will be offered if the device is required in advance of scheduled delivery.

4.5.1.5   Hardware Refresh Schedule

4.5.1.6   End user devices are centrally funded for refresh on a like for like basis in line with the technical lifecycle management table in Appendix A.

4.5.1.7   Over time IT Services will review and rationalise the standard devices available to to further standardise the offering, improve the speed of servicing and maintenance and to ensure the devices provided remain fit for purpose for the University.

4.5.1.8   Standard workspace peripherals (monitors, keyboards and mice), excluding items purchased individually by departments, will be centrally funded for replacement upon failure.

4.5.1.9   A Technical Evaluation Request will need to be submitted for anyone requiring an early replacement, or different specification.

4.5.1.10   Replacement equipment will only be issued once the asset scheduled for replacement has been returned to IT Services.

4.5.1.11   Employees are not able to opt out of the hardware replacement schedule.

4.5.1.12   Employees are not permitted to purchase IT equipment and claim the value back as expenses. Any such request must first be approved by the IT Services Operating Board prior to purchase, or reimbursement will not follow.

4.5.2   Loss, damage or theft

4.5.2.1   Loss, damage or theft of any IT equipment must be reported to the IT Service Desk as soon as possible. The IT Service Desk team will record the incident and provide a reference number to the affected user.

4.5.2.2   Loan devices will be issued during the period of repair for all damaged laptops and desktops where a suitable replacement cannot be provided.

4.5.2.3   The loss or possible theft of any device capable of storing data must be reported to the IT Service Desk by the end user, in line with the University *Data Breach Policy.*

4.5.2.4   Suspected theft of an EUD (as defined in Section 1), or peripherals over the value of £500 should be reported to the police at the earliest opportunity by the affected user. The crime reference number should be provided to the IT Service Desk, who will add this to the incident record.

4.5.2.5   The IT Service Desk will liaise with the 2nd line support teams to arrange for a replacement device.

4.5.3   Hardware Returns/Transfers

4.5.3.1   All equipment remains the property of University of Exeter and must be returned to IT Services when staff leave the organisation.

4.5.3.2   It is the responsibility of line managers to ensure that their employee's IT hardware is returned to IT Services.

4.5.3.3   In instances where EUDs are purchased by the institution using grant funding on behalf of a third party, and where the grant is being transferred to another institution, the hardware may remain the property of the third party.

4.5.3.4   All EUDs must be returned to IT Services to be re-imaged before being re-issued, reallocated to a new user, disposed of, or returned to a third party.

4.5.3.5   For devices at the end of their life we follow our campus disposal process located *here*

4.5.3.6   IT Services will undertake to ensure that the device is serviceable and meets the requirements for staff to perform their role.

4.5.3.7   If an employee moves to another role requiring the same specification device(s), the device(s) will transfer with them to their new role.

4.5.3.8   If an employee moves to a new role that requires a different specification device(s), a new device can be requested and must be line-manager approved. Their existing device must be returned when the new device is issued.

4.5.4   Compliance

4.5.4.1   It is the responsibility of all line managers to ensure that University of Exeter staff understand and are complying with the EUD Procurement Policy.

4.6   Software Provision

4.6.1   Individual Software Requests

4.6.1.1   All individual software requests should be placed through the IT Service Desk Self-Service Portal.

4.6.1.2   Standard software will be delivered within 5 working days of approval. Specialised or nonstandard software may require additional time for evaluation, approval, and deployment.

4.6.1.3   All software must be sourced through IT Vendor & Licensing Team to ensure compatibility, security, and license compliance. Personal purchases of software for University systems are not permitted.

4.6.1.4   Software provided by the University must be used in accordance with the relevant license agreements and the University's Acceptable Use Policy.

4.6.1.5   Where possible software will be packaged and distributed centrally. However, in some cases a manual installation may be required by an IT Support Technician.

4.6.2   Requesting Software for Teaching Spaces

4.6.2.1   To guarantee availability for the start of the academic year, software for teaching spaces should be requested using the annual request process.

4.6.2.2   The requester will be asked to test the software on an appropriate machine with appropriate teaching resources.

4.6.2.3   Software will only be deployed once fully tested and signed off by the requester.

4.6.3   Software version control

4.6.3.1   Unless specifically requested otherwise, software provided will always be the latest version available.

4.6.3.2   If a newer version of software is required for teaching spaces this should be requested via the annual software request process, or a request through the IT Service Desk. Individual requests may require purchase of an additional license.

4.6.3.3   Software versions will be available until we are made aware that it is no longer in support, or a critical vulnerability has been identified that cannot be patched.

4.6.4   Software Management

4.6.4.1   All requests for new software will be subject to an approval process by IT Services.

4.6.4.2   IT Services will need to rationalise the available software to make the best use of budgets. You may be asked to accept an application that have similar functions to make the most effective use of university funds.

4.6.4.3   If an application is deemed no longer in use due to end of support or a critical vulnerability, you will be notified by the software office. The software must be uninstalled at the earlier opportunity and an up-to-date version requested.

4.6.5   Software Updates and Maintenance

4.6.5.1   A list of standard software included with our university image can be found here in Appendix C.

4.6.5.2   Critical security updates for standard software will be deployed automatically

4.6.5.3   Feature updates for standard software will be deployed after testing and according to a published schedule

4.6.5.4   For specialised software, updates will be coordinated with the relevant departments to minimise disruption to teaching schedules and research activities. This includes advance notification of planned updates and scheduling during low-impact periods such as semester breaks.

4.6.5.5   Users should save their work regularly and close applications when prompted for updates

4.6.5.6   IT Services will provide advance notice of major software updates that may impact user experience through email notifications, website announcements, and direct communication with department heads. Examples include major Office 365 updates, operating system upgrades, and changes to research software that may affect workflows.

4.6.5.7   Software Licensing and Compliance

4.6.5.8   All software must be properly licensed for use within the University environment

4.6.5.9   IT Vendor & Licensing Team is responsible for managing software licenses and ensuring compliance with license terms

4.6.5.10   Software audits will be conducted periodically to ensure license compliance

4.6.5.11   Users must not install unlicensed or unauthorised software on University owned devices

4.6.5.12   Software licenses purchased by the University remain the property of the University and must be returned or deactivated when no longer required

4.6.5.13   Changes to the number of users may impact the licencing of software products. It is necessary to alert IT Services of any growth in usage to avoid penalty charges to the University. Avoidable charges will be recharged accordingly.

4.6.5.14   Software platforms and licensing can only be signed off in accordance with the university's scheme of delegation: https://www.exeter.ac.uk/v8media/universityofexeter/aboutusresponsive/documents/Delegation_Framework_February_2025_final.pdf

4.7   Mobile Device Provision

4.7.1   Requesting a Mobile Device

4.7.1.1 All requests must be submitted via the service desk. Only roles pre-approved by PSDLT will be allowed to request a mobile device.

4.7.1.2 A device will be provided from stock where possible.

4.7.1.3 If a device needs to be purchased, a standard device, either Android or IOS will be issued according to our catalogue items listed in Appendix B

4.7.2 Device Delivery

4.7.2.1 Once the order is approved, your mobile device will be delivered within 10 working days during standard term time. During peak periods (start of academic year, major system refreshes) delivery may extend to 15 working days.

4.7.3 Mobile Device Refresh

4.7.3.1 Your device will be refreshed in line with the technical lifecycle refresh schedule in Appendix A, or sooner if OS compatibility dictates this

4.7.4 Mobile Device Management

4.7.4.1 All University provided mobile devices will be enrolled in the University's Mobile Device Management (MDM) solution

The MDM solution allows IT Services to:

- Configure devices remotely
- Deploy apps and updates
- Enforce security policies
- Remotely locate, lock, or wipe lost or stolen devices
- Separate university data from personal data

4.7.4.2 Users must not attempt to remove or circumvent MDM controls

4.7.4.3 Personal mobile devices used to access University resources must comply with the Bring Your Own Device (BYOD) policy.

4.7.5 Mobile Device Usage

4.7.5.1 Mobile devices provided by the University are intended for business use in support of University activities. Limited personal use is permitted provided if it does not:

- Interfere with business operations
- Incur excessive costs
- Compromise security or data protection

4.7.5.2 **UK Usage:** All standard voice, text, and data allowances are included in the monthly service charge.

4.7.5.3 **International Usage:** International roaming must be pre-approved by requesting through the IT Service Desk.

4.7.5.4   Standard EU roaming is included at no additional cost for up to 30 days per billing period.

4.7.5.5   Usage outside the EU will incur additional charges and requires specific approval from the user's line manager and Finance team.

4.7.5.6   **Data Usage:** Standard data allowances apply. Users should connect to University Wi-Fi networks when available to minimise mobile data consumption. Streaming services and large file downloads should be avoided on mobile data connections.

4.7.5.7   Data usage will be reviewed by the Vendor and Licensing team on a monthly basis. Excessive usage beyond fair use limits may result in additional charges being passed to the user's department.

4.7.5.8   **App Installation:** Only approved applications may be installed. The MDM solution will restrict installation of unapproved applications. Requests for additional applications should be submitted through the IT Service Desk.

4.7.6   Loss, damage or theft or a mobile device

4.7.6.1   Loss, damage or theft of a mobile device must be reported to the IT Service Desk as soon as possible. The IT Service Desk team will record the incident and provide a reference number to the affected user.

4.7.6.2   The loss or possible theft of any device capable of storing data must be reported to the IT Service Desk by the end user, in line with the University Data Breach Policy.

4.7.6.3   The IT Service Desk will liaise with the 2nd line support teams to arrange for a replacement device.

4.7.7   Mobile Device Returns/Transfers

4.7.7.1   All mobile devices remain the property of University of Exeter and must be returned to IT Services when staff leave the organisation.

4.7.7.2   It is the responsibility of line managers to ensure that their employee's mobile device is returned to IT Services.

4.7.7.3   Mobile devices must not be reissued to other users but should be returned to IT services for repurposing and reissue.

4.7.7.4   For devices at the end of their life we follow our campus disposal process located *here*

4.7.7.5   IT Services will undertake to ensure that the device is serviceable and meets the requirements for staff to perform their role.

4.7.7.6   If an employee moves to another role the mobile device should be returned unless the new role has also been validated by [x] as requiring a mobile device, in which case the device should transfer to the new role with the employee.

4.7.7.7 It is not possible to transfer the work telephone number using a PAC in the event an employee leaves the university.

4.8 Technical Evaluation Requests and Non-Standard Equipment Requests:

4.8.1 The following criteria must be met for a request to pass the technical evaluation:

a) A clear statement as to what elements of their duties the requestor is unable to carry out using the EUD or software allocated to them, or peripherals available in the EUD Peripherals Catalogue must be provided.

b) An equivalent specification device or application is not available for within the catalogue.

c) The device or application does not pose a security threat or create a vulnerability.

d) The device or software is compatible with the wider technical estate.

e) Cost justification demonstrating that the benefits outweigh the additional expense compared to standard equipment.

4.8.2 For non-standard equipment requests the following criteria must also be met:

f) Evidence that standard equipment has been trialled and found insufficient for the specific role requirements

g) Confirmation that the request aligns with university sustainability and procurement policies

4.8.3 Examples of approved Technical Evaluation Requests:

- High-performance graphics workstations for CAD/engineering work
- Specialised scientific software not available in standard catalogue
- Field-specific hardware for research activities

4.8.4 Examples of declined Technical Evaluation Requests:

- Personal preference for specific brands without technical justification
- Duplicate functionality already available in standard equipment
- Equipment that creates security vulnerabilities or compliance issues

5   CONTACT FOR FURTHER INFORMATION

5.1   Adrian.smith@exeter.ac.uk

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APPENDIX A – DEVICE REFRESH CYCLE

Laptops/PCs	
Standard Windows Laptop	6 years
High Performance Windows Laptop	6 years
Standard Windows Desktop	6 Years
High Performance Windows Desktop	6 Years
MacBooks	6 years
Mac Minis	

Mobile Devices	6 years
Windows Tablets	6 years
iPads	6 years
Android Tablets	6 years
iPhones	7 years
Android Phones	7 years

Peripherals and Accessories	
PC Monitor (24" and 27")	8 Years
UoE Laptop Docks (Portable and full version)	8 years
Laptop backpack/Carry case	At user request
Smaller peripherals, e.g. Keyboard, mouse (incl. Apple), webcam, headset	At user request*

* Peripherals will only be refreshed if either non-functional or cannot be cleaned to acceptable standard

APPENDIX B – STANDARD DEVICE SPECIFICATIONS

Standard Laptop	i5 processor, 16GB RAM, 512GB SSD 14" screen
Standard Desktop	I5 processor, 16GB RAM, 512 GB SSD
Standard UoE Mac	M4 processor, 16GB RAM, 512GB SSD 13" MacBook Air
UoE Desktop Mac mini	M4 processor, 16GB Ram, 256GB SSD
Non-standard	As requested
Apple Phone	iPhone 16e
Android Phone	Samsung A55 128GB
Apple Tablet	11" Apple iPad Wi-Fi 128GB
Android Tablet	Samsung Galaxy Tab A9+ Tablet, 4GB Ram, 64GB Wi-Fi 11"
Windows Tablet	HP Elite X2 G8 equivalent

APPENDIX C – SOFWARE INCLUDED IN THE UNIVERSITY IMAGE

- 7-Zip
- DisplayLink
- Adobe Reader DC
- Audacity
- FileZilla
- Google Chrome
- Java Runtime
- Mozilla Firefox
- Notepad++
- VLC Player
- Zoom