

Desktop Equipment Policy

Section 1 - Key Information

Policy Type and Approval Body	Administrative - Vice-Chancellor
Accountable Executive - Policy	Chief Information Officer
Responsible Manager - Policy	Senior Manager, Security, Risk and Compliance
Review Date	28 May 2027

Section 2 - Purpose

(1) This Policy aims to establish procedures for the acquisition, use, maintenance, and disposal of desktop equipment owned or leased by La Trobe University. It ensures efficient utilisation of resources, standardisation of equipment, security of data, and compliance with relevant regulations.

Section 3 - Scope

(2) This Policy applies to:

- a. All desktop computers, including monitors, keyboards, mice, and associated peripherals, owned, or leased by the University.
- b. All departments, staff, honoraries and affiliates, contractors, consultants and students utilising University-provided desktop equipment.

Section 4 - Key Decisions

Key Decisions	Role
Approve non-standard equipment acquisition	Line Manager Finance Business Partner Senior Executive Group (SEG) Member
Approve buyout of equipment for personal retention (exceptional circumstances)	Chief Information Officer SEG Member

Section 5 - Policy Statement

(3) The University is committed to maintaining a secure, efficient, and standardised desktop computing environment conducive to teaching, learning, research, and administrative activities. To achieve this, the following principles shall govern the usage and management of desktop equipment:

- a. Acquisition: Desktop equipment purchases must adhere to the established [Procurement Policy](#) and [Procedure](#).

Standard configurations approved by the Information Services (IS) department shall be procured to ensure compatibility, ease of management, and cost-effectiveness.

- b. Deployment and Installation: The IS department shall oversee the deployment and installation of desktop equipment, ensuring that systems are securely configured with standard software before deployment. Any deviations from standard configurations require explicit approval from the IS department.
- c. Use and Maintenance: Users are responsible for the appropriate use of desktop equipment assigned to them and must comply with the University's [Use of Computer Facilities Statute 2009](#). Regular maintenance, including software updates and hardware inspections, shall be conducted by the IS department. Users must report any malfunction or damage promptly to the IS Service Desk for resolution.
- d. Security: Desktop equipment must be protected from unauthorised access, theft, and physical damage. Users must adhere to password policies, encrypt sensitive data, and ensure that desktop equipment is logged out or locked when left unattended. IS security protocols, including firewall configurations and antivirus software, must be strictly followed.
- e. Disposal: Retired desktop equipment shall be disposed of in accordance with the University's [Asset Management Policy](#) and [Asset Management Procedure - Disposal/Sale](#). Data stored on retired desktop equipment must be securely wiped to prevent unauthorised access, and environmentally responsible disposal methods should be prioritised.

(4) All actions and usage of equipment will be logged, monitored, recorded and may be analysed by authorised staff to facilitate an investigation that may be contrary to University Policy or other laws, or to substantiate allegations of misuse. All information will be collected and managed in accordance with relevant laws and University policy.

Section 6 - Procedures

Part A - Standard Equipment

Acquisition

(5) The IS department shall maintain a list of approved standard configurations for desktop equipment, including specifications for hardware and software.

(6) When a department requires new desktop equipment, they shall submit a request to the IS department specifying the quantity and desired configuration.

(7) The IS department will review the request, verify compliance with standard configurations, and initiate the procurement process following the University [Procurement Policy](#) and [Procedure](#).

(8) Equipment (standard specification) for full-time staff and Higher degree by research students is provided and funded from central funds that are managed by IS.

(9) Peripheral items or IT accessories (e.g. webcams, custom keyboards, bags, etc) may be purchased via the 'New Purchase Request form' in [Ask Finance](#). The items will be approved by the local work area or department's financial delegate through the workflow.

(10) The funds allow for one computer per ongoing position, any exception to this rule will be fully funded by the department and is to be endorsed by IS and a member of the Senior Executive Group (SEG) (or nominee).

(11) Equipment for staff in casual, part-time or fixed term appointments and in job share arrangements will be charged to the department based on the lease cost for the duration requested.

(12) Equipment for CONAGOTHS, adjunct, honorary and emeritus staff will be funded by their area but will still be

owned and managed by IS and need to comply with the Standard Operating Environment(SOE) or follow the non-standard equipment request process (see below). IS will seek to re-use existing equipment before acquiring a new device.

(13) Purchasing Card holders must not use their La Trobe Purchasing Card to purchase equipment.

Ongoing Support and Maintenance

(14) The IS department shall provide ongoing support and maintenance for standard equipment, including troubleshooting, software updates, and hardware repairs.

(15) Users of standard equipment must report any technical issues or concerns promptly to the IS Service Desk for resolution, following standard procedures for incident management.

(16) The IS department shall monitor the performance and security of standard equipment, implementing necessary updates and patches to mitigate risks and ensure compliance with University standards.

Security and Compliance

(17) Standard equipment must comply with University security policies and guidelines, including password requirements, encryption standards, and access controls.

(18) The IS department shall conduct periodic security assessments of standard equipment to identify and address potential vulnerabilities or security risks.

(19) Users of standard equipment must adhere to security protocols and guidelines to protect sensitive data and prevent unauthorised access or breaches.

Review and Assessment

(20) The IS department shall conduct periodic reviews and assessments of standard equipment to evaluate its effectiveness, performance, and alignment with University requirements.

(21) Feedback from users and stakeholders shall be solicited and considered in the review process to identify areas for improvement or optimisation.

(22) Recommendations for updates, replacements, or decommissioning of standard equipment shall be documented and presented to the appropriate authorities for consideration.

Disposal and Decommissioning

(23) When standard equipment reaches the end of its lifecycle or is no longer required, the IS department shall initiate the decommissioning process following the University's [Asset Management Policy](#) and [Asset Management Procedure - Disposal/Sale](#).

(24) Data stored on retired standard equipment must be securely wiped using approved data sanitisation methods to prevent unauthorised access.

(25) Retired standard equipment shall be disposed of in accordance with University guidelines for recycling or disposal of electronic waste, ensuring compliance with environmental regulations.

Part B - Non-Standard Equipment

Request and Justification

(26) Departments requiring non-standard desktop equipment (Apple devices and higher spec Windows devices) must submit a formal request via [ASK Services](#) to the IS department specifying the rationale, intended use, and technical specifications of the equipment.

(27) The request must include justification for why standard configurations are not suitable for the intended purpose and how the non-standard equipment will enhance productivity or fulfill specific requirements.

Evaluation and Approval

(28) The IS department shall review the request for non-standard equipment, considering factors such as compatibility, supportability, security implications, and budgetary constraints.

(29) If the request meets the criteria for approval, the IS department will assess the feasibility of integrating the non-standard equipment into the University's technology environment.

(30) Approval for non-standard equipment acquisition is required from the Line Manager, finance business partner and SEG member prior to a technical review and approval from the IS department.

(31) If a requested non-standard configuration is not recommended by IS for technical or support reasons or because the request is over-specified, a member of the Senior Executive Group will be required to consider and approve the request.

Procurement and Configuration

(32) Upon approval, the IS department shall initiate the procurement process for the non-standard equipment, following the University [Procurement Policy](#) and [Procedure](#).

(33) Technical specifications provided in the request shall guide the selection of non-standard equipment, ensuring compatibility with existing infrastructure and software.

(34) Non-standard equipment shall be configured with appropriate software and security settings by the IS department's technical staff before deployment, following established standards and guidelines.

Deployment and Integration

(35) Non-standard equipment shall be deployed and integrated into the University's computing environment under the supervision of the IS department.

(36) Compatibility tests and integration checks shall be conducted to ensure seamless operation with existing systems, networks, and software applications.

Ongoing Support and Maintenance

(37) The IS department shall provide ongoing support and maintenance for non-standard equipment, including troubleshooting, software updates, and hardware repairs.

(38) Users of non-standard equipment must report any technical issues or concerns promptly to the IS Service Desk for resolution, following standard procedures for incident management.

(39) The IS department shall monitor the performance and security of non-standard equipment, implementing necessary updates and patches to mitigate risks and ensure compliance with University standards.

Security and Compliance

(40) Non-standard equipment must comply with University security policies and guidelines, including password requirements, encryption standards, and access controls.

(41) The IS department shall conduct periodic security assessments of non-standard equipment to identify and address potential vulnerabilities or security risks.

(42) Users of non-standard equipment must adhere to security protocols and guidelines to protect sensitive data and prevent unauthorised access or breaches.

Review and Assessment

(43) The IS department shall conduct periodic reviews and assessments of non-standard equipment to evaluate its effectiveness, performance, and alignment with University requirements.

(44) Feedback from users and stakeholders shall be solicited and considered in the review process to identify areas for improvement or optimisation.

(45) Recommendations for updates, replacements, or decommissioning of non-standard equipment shall be documented and presented to the appropriate authorities for consideration.

Disposal and Decommissioning

(46) When non-standard equipment reaches the end of its lifecycle or is no longer required, the IS department shall initiate the decommissioning process following the University's [Asset Management Policy](#) and [Asset Management Procedure - Disposal/Sale](#).

(47) Data stored on retired non-standard equipment must be securely wiped using approved data sanitisation methods to prevent unauthorised access.

(48) Retired non-standard equipment shall be disposed of in accordance with University guidelines for recycling or disposal of electronic waste, ensuring compliance with environmental regulations.

Part C - Leased Equipment

(49) All equipment will be leased unless an exception applies. An exception may be requested via [ASK Services](#). An exception can apply in the following circumstances:

- a. An annual allocation of equipment for Higher Degree by Research students is purchased via Central Funds. This allows for flexibility with the student to extend the usage of the computer on an as needs basis. Noting if the area requires a more expensive configuration than the standard, the cost difference will need to be funded by the area.
- b. Equipment as part of an Infrastructure and Operations (I&O) project, refurbishment, or new building is to be purchased as part of the project, and at end of life, replaced by a leased device if still required.
- c. New teaching spaces/lab equipment is to be initially funded through the project, and at end of life, replaced by a leased device if still required.

(50) Any additional equipment or variation in the specification of equipment will be with specific prior approval and at a cost to the requesting department.

(51) If a department wishes to replace the type of equipment before the end of the lease cycle, the department is required to pay for the buyout cost of the lease and any additional costs that may be incurred regarding the change of

specification.

(52) If equipment is to be funded out of research funds, the equipment will need to be purchased instead of being leased, as research funds are non-recurring funds. The purchase of research funded equipment must still adhere to the SOE and SOE exemption process outlined in this Policy and the device will remain the property of La Trobe University and will be managed by IS like all other standard, and non-standard devices.

(53) At the end of the lease, IS will make and document 3 attempts to contact the equipment user and their budget holder to arrange for the replacement of their equipment. If no response is received from the user, the budget holder will be advised and charges for the non-returned leased item(s) will be passed on to the department, unless there is a legitimate reason for the user's lack of response (e.g. user is on an extended period of leave). These charges will be the costs incurred from the leasing company.

(54) If leases are to be terminated early, the cost of the lease buyout will be funded in its entirety by the requesting department.

(55) Any non-returned or damaged leased equipment will be charged back to the department. All equipment that is provided at the time of deployment must be returned at the lease end lifecycle. Non-returned items will be charged back to the department.

(56) Buyouts of equipment for personal retention are not permitted, unless in exceptional circumstances and approved in writing by the Chief Information Officer (CIO) or the relevant member of the Senior Executive Group. In line with software licencing agreements the equipment will have all La Trobe licensed software removed. Windows computers will also have the Operating System removed.

Part D - Modifications and Repair of Equipment

(57) All non-warranty repairs will be charged to the area that has been allocated the equipment.

(58) All modifications to the equipment, made at any time, will be funded by the area, for example: expansions to RAM, disk or video cards.

(59) Staff are not permitted to modify their device personally or independently at any time. If upgrades or alterations are required, the device must be returned to IS to perform or arrange the modification(s).

Part E - Decommissioning and Re-purposing Equipment

(60) IS may recover and re-purpose equipment that has not been utilised in three months.

(61) For security and privacy reasons:

- a. Computers that are allocated directly to a user and are to be re-purposed and supplied to another user must be returned to IS to ensure data is securely erased before re-purposed and supplied to another user. Hot desk/departmental loan equipment will be assessed on a case-by-case basis.
- b. Computers that have not been utilised in six months (dormant computers) will require re-installation of up to date software. Requests to re-use dormant computers will result in charges being incurred for the software re-installation.
- c. Non-leased equipment that is no longer supported by the vendor and consequently presents a security risk to the University, will either be upgraded at cost to the area or decommissioned.

(62) IS will manage the re-purpose, disposal or salvage of all desktop equipment at its discretion.

Section 7 - Definitions

(63) For the purpose of this Policy and Procedure:

- a. **Asset Management:** The systematic process of tracking, managing, and maintaining inventory of desktop equipment throughout its lifecycle, including procurement, deployment, utilisation, and disposal.
- b. **Compliance:** Adherence to relevant laws, regulations, policies, and industry standards governing the acquisition, use, and management of desktop equipment within the University.
- c. **CONAGOTHs:** Consultants, Agency staff, Others. Non-staff, Non-employees who require equipment.
- d. **Data Wiping:** The process of securely erasing data from storage devices, such as hard drives or solid-state drives, to prevent unauthorised access or retrieval of sensitive information before disposal or reuse.
- e. **Desktop Equipment:** Refers to computers, monitors, keyboards, mice, and associated peripherals used for desktop computing within the university.
- f. **End of life:** For leased devices, end-of-life is defined against the device in the SOE. For non-leased devices, end-of-life is defined by IS based on a number of factors including ability to be security patched, availability of support necessary for software and ability for the device to perform its intended functions in situ.
- g. **Equipment:** Desktop computing equipment. This includes all laptop PCs and Apple Macs, all desktop PCs and Apple Macs and computer monitors. This includes items/equipment supplied to individuals or located within teaching spaces. This excludes mobile devices as defined in the [Mobile Communication Device Policy](#) (phones and tablets). This also excludes IT accessories.
- h. **Full equipment replacement cost:** cost of a new device of equivalent specification, as determined by IS.
- i. **Incident Management:** Procedures and protocols for reporting, documenting, and resolving technical issues or incidents related to desktop equipment use, typically handled by the IS Service Desk or support team.
- j. **IS Department:** The department responsible for overseeing the acquisition, deployment, maintenance, and disposal of desktop equipment within the University, including technical support and adherence to IS policies and procedures.
- k. **Leased Equipment:** Desktop equipment obtained through a leasing agreement with a third-party lessor, typically for a specified duration and subject to agreed-upon terms and conditions.
- l. **Maintenance:** Regular upkeep and servicing of desktop equipment to ensure optimal performance, reliability, and security, including software updates, hardware repairs, and security checks.
- m. **Non-Standard Equipment:** Desktop equipment configurations that deviate from the standard specifications approved by the IS department, often procured to fulfill specialised requirements or purposes.
- n. **Procurement:** The process of acquiring desktop equipment through purchase or lease, following established university procurement policies and procedures.
- o. **Review and Assessment:** Periodic evaluations and audits conducted by the IS department to assess the effectiveness, efficiency, and compliance of desktop equipment policies and procedures, with the aim of continuous improvement and optimisation.
- p. **Security:** Measures and protocols implemented to safeguard desktop equipment and data from unauthorised access, theft, or breaches, in compliance with University security policies and guidelines.
- q. **Standard Operating Environment (SOE):** The specification of the architecture, operating systems, applications set and configuration of computers within the University.
- r. **Standard Equipment:** Desktop equipment configurations approved by the IS department as meeting the standard specifications for compatibility, manageability, and cost-effectiveness.

Section 8 - Authority and Associated Information

(64) This Policy is made under the [La Trobe University Act 2009](#).

Status and Details

Status	Current
Effective Date	28th May 2024
Review Date	28th May 2027
Approval Authority	Vice-Chancellor
Approval Date	28th May 2024
Expiry Date	Not Applicable
Responsible Manager - Policy	David Hird Senior Manager, Security, Risk and Compliance
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Glossary Terms and Definitions

"student" - Student is defined in the La Trobe University Act 2009 as: (a) a person enrolled at the University in a course leading to a degree or other award; or (b) a person who is designated as a student or is of a class of persons designated as students by the Council.

"staff" - Staff means any person employed by the University as per the definition in the La Trobe University Act 2009 (Vic).