

Policy Title: STANDARD OPERATING ENVIRONMENT (SOE)

Descriptors : 1) Computer 2) Hardware 3) SOE

Category : Information Technology

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1. Intent

ECU operates a Standard Operating Environment (SOE) to ensure that all computer hardware and software used at the University is fit for purpose and cost effective. The SOE will provide the following benefits to the University:

- a stable desktop environment for staff minimising loss of productivity;
- minimise the IT support costs across the University;
- economies of scale resulting in lower capital purchase costs and lower deployment costs;
- time taken to deploy and configure a new computer is greatly reduced;
- secure systems;
- faster problem resolution and rollout of solutions;
- a framework to ensure compatibility for the implementation and ongoing support of new software developments;
- other hardware and peripheral compatibility; and
- software and system compatibility.

2. Organisational Scope

All Edith Cowan University staff.

3. Definitions

AMP Asset Management Plan

ITSC: Information Technology Services Centre.

Apple Platform: A desktop, laptop or tablet computer running the Apple Mac OSX or iOS operating system.

Computer Hardware: All computers running either the Windows or Apple platforms including monitors.

Preferred Supplier:	A supplier that has been chosen through market competitive processes to deliver the best value goods and services to the University for a particular category of goods or services.
SOE:	Standard Operating Environment - a specification for a standard architecture and application/software to be used for computers within the University.
Tablet:	A computer device where the functionality and dimensions are between those of most contemporary smartphones and laptop computers. Tablet devices include the Apple iPad, Amazon Kindle and Samsung Q1.
Windows Platform:	A desktop, laptop or tablet computer running the Windows operating system.

4. Policy Content

- 4.1 The SOE Funding Principles and Operating Guidelines will be approved by the Vice-President (Resources) & Chief Financial Officer as part of the annual budget process.
- 4.2 A replacement cycle of all SOE computer hardware will occur over a three year period or as may be determined from time to time by the Vice-President (Corporate), Chief Information Officer (ITSC) and University Strategic Asset Management Forum.
- 4.3 The specification of SOE computer hardware will be approved by the Chief Information Officer and on the recommendation of the Manager IT Support Services.
- 4.4 SOE hardware is inclusive of the components listed below:
 - SOE Desktop – computer, monitor, mouse, keyboard and installation cost; and
 - SOE Laptop – laptop, mouse*, keyboard* and installation cost

* recommended by OSH.
- 4.5 All other peripheral devices are to be funded by the Faculty/Centre concerned.
- 4.6 Purchases of SOE hardware outside the established priority and replacement schedule are to be fully funded by the Faculty/Centre concerned.
- 4.7 The purchase of new computers (non-replacement) which increases the SOE baseline; “advanced”; other high specification computers; and non-SOE hardware will be permitted only where special conditions are met. A business case must be submitted for approval by the Chief Information Officer (ITSC) and the Vice-President (Corporate), for purchasing approval.

- 4.8 The replacement of a Windows Platform computer with an Apple Platform computer must be approved by the Vice President (Corporate), and Chief Information Officer (ITSC) upon the submission of a business case. The above does not apply to the replacement of Apple Platform computers during normal roll-out cycles on a like-for-like basis.
- 4.9 The purchase of new Apple Platform computer hardware is restricted to staff within the following categories:
- Academic Staff where, in the opinion of the Head of School, the use is necessary for an academic outcome;
 - General staff where the role, in the opinion of the relevant Head of School or Director, requires the use of software where no appropriate alternative is available on the Windows Platform.
- 4.10 All computer devices purchased through ECU procurement methods are University assets and subject to all associated policies, and must be disposed of through ITSC.
- 4.11 All purchase orders for SOE computer hardware must be approved by either the Business Manager ITSC, Manager IT Support Services or nominee.
- 4.12 Established preferred suppliers must be used for all computer hardware purchases.

5. References

Policy Code:	it042	File No:
Policy Owner:	Chief Information Officer, ITSC	
Approved by:	Vice-Chancellor	
Date Approved:	7 December 2007	
Revision Date:	January 2014	
Amendments:	11 November 2008 13 January 2011 – Approved by VCPMG (Dec 2010) and DVC (Academic)	
Related Policies/Documents:	ad023 – Purchasing Policy; ad042 – Preferred Supplier; ad053 - Asset Management - Recording, Tracking and Disposal; hr130 - Purchase and Use of Mobile Telephones and other Subscriber Devices	

6. Contact Information

Contact Person:	Mark Ridge, Manager IT Support Services
Telephone:	6304 3777
Email address:	m.ridge@ecu.edu.au



REQUEST FOR

- New Computer (non-replacement)
- Advanced Model Computers
- Non SOE Computer

This form is to be used by staff requesting a new computer (non-replacement) which increases the SOE baseline; Advanced model computers or Non SOE computer.

Steps:

1. Completed and submitted the form to the Head of School/Manager for RECOMMENDATION;
2. Submit the form to the SOE Coordinator who will forward the form to the CIO of ITSC and the Vice President (Resources) and CFO for APPROVAL

Description of proposed purchase (make, model and specifications)

Reasons for Request (Specify cost of machine and costs saved by having chosen machine):

Note: If this request is to support a specific software, the minimum specification as documented by the vendor must be attached.

REQUEST FUNCTION

- Teaching Research Other (Describe) _____
 Teaching & Research Administration _____

Requested by:

NAME	PHONE	SIGNATURE
		_ / _ / _

- I have reviewed the reasons for the above request and agree that the request is required for the stated function
 I have also viewed the [SOE policy](#) and agree that the above request for an Advanced/Apple/Non SOE computer meets with the requirements of the policy

Recommended by: (Head of School/Director)

NAME	PHONE	SIGNATURE
		_ / _ / _

CIO ITSC

APPROVED / NOT APPROVED SIGNATURE _____ Date _ / _ / _

Vice President (Resources) and CFO

APPROVED / NOT APPROVED SIGNATURE _____ Date _ / _ / _

MEMO

TO: WARREN SNELL, VICE-PRESIDENT (RESOURCES) & CHIEF FINANACIAL OFFICER
FROM: MARK RIDGE, MANAGER – IT SUPPORT SERVICES, ITSC
CC: BRAD FRANCIS, DIRECTOR, FINANCE AND BUSINESS SERVICES CENTRE
DATE: 1 DECEMBER 2010
RE: SOE FUNDING PRINCIPLES AND OPERATING GUIDELINES FOR 2011

These principles and guidelines relate to the SOE Policy (IT042) and are submitted for review and authorisation by the Vice-President Resources & Chief Financial Officer. From the date of this memo the principles and guidelines remain in place until reviewed (generally annually) and signed-off at a future date.

Funding Principles for the SOE

All replacement purchases of SOE hardware will be based on the 50/50 funding model with 50% of the cost of the standard SOE model* coming from the SOE funding in the Asset Management Plan and the remainder funded by faculties and centres.

* the definition of the "standard SOE model" is the standard windows desktop or laptop model.

The SOE financial model will be communicated to faculties/centres through the annual budget guidelines issued by Finance and Business Services Centre.

Faculties and Service Centres will incur an annual internal SOE replacement expense based on their number of SOE computers with 50% of the SOE computer cost spread over the replacement years for that SOE computer type (e.g. three years).

A register of SOE Machines that make up the SOE fleet will be maintained by ICT and will form the basis of the internal SOE charge. The charge will be agreed with Faculties and Centre during the annual budget process. The charge will be fixed and only be recalculated at reforecast or the next budget process.

Replacement cost of computers in general teaching spaces (Timetabling Computer Lab Pool/eLab/Library) will be 100% funded by the SOE Fund.

The replacement cost of faculty/school specific lab computers (labs not included in the timetable Computer Lab Pool where timetabling can be allocated without seeking permission from the "owner" or where the faculty/school has priority status) will also be shared 50% with Faculties and the remaining 50% borne by the AMP (SOE Fund).

Where clarification is required on the funding model for any teaching space a submission is be submitted to the Vice-President (Resources0 & CFO for consideration.

Purchases of new additional (or non-replacement) computers are subject to approval as per the SOE Policy and funded 100% from faculty/centre annual operating budgets. The future replacement of the additional equipment purchased will then be funded based on the 50% funding model.

Purchases of non-SOE computers will continue to be funded 100% by Service Centres and Faculties and will not to be included in the replacement schedule from the AMP (SOE Fund).

With the exception of specialist areas and executive staff home setups, staff are entitled to SOE computers within the following combinations of devices:

1. Desktop computer; or
2. Desktop Computer and Netbook (subject to the need to have mobile computing capability); or
3. Laptop computer (including Tablet);

Specialist areas referred to above include ITSC and School of Computing and Security Science.

Any other combinations require approval from the Vice-President (Resources) & Chief Financial Officer and Chief Information Officer via a business case.

The funding arrangements relating to staff changes in computer setup during the replacement cycle is outlined below:

1. Staff can exchange their Tablet for a desktop and a netbook, both funded as replacements from the SOE fund.
2. Staff with a laptop can replace it with a desktop and netbook; the desktop funded as part of the replacement cycle out of the SOE fund with the netbook being funded as a new purchase by faculty/centre.
3. For staff currently with a desktop only, the purchase of a netbook will be treated as a new acquisition to be funded by the faculty/centre and subject to the current policy (i.e. based on the need for the staff member to have mobile computing capability).

Projects, Research funds and externally funded projects are expected to meet the full cost of computer equipment and where possible one of the SOE range. However, there may be circumstances where ECU will choose to contribute a proportion of the funding due to the application's funding restrictions, ownership implications, or in demonstrating our support or commitment for the project. For Projects, Research funds and externally funded projects to have access to the 50% funding model, a business case must be submitted to the Vice-President (Resources) & Chief Financial Officer, and if approved the reimbursement being 50% of the cost of the standard SOE model.

For Projects, Research funds and externally funded projects which are completed or closed, all computing equipment must be returned to the ICT Asset Coordinator for disposal.

Operating Guidelines

1. The established preferred supplier must be used for all desktop and laptop computer hardware (including monitor) purchases. Up-to-date details and procedures are found at <http://soe.ecu.edu.au/>.
2. The priority for the replacement of the SOE fleet will be established and approved by Chief Information Officer (ITSC).
3. Should any clarification be required, the final interpretation of the SOE Policy and SOE Funding Guidelines and Operating Principles remains with the Chief Information Officer (ITSC).
4. All purchases of desktop, laptop and tablet computer hardware must be in accordance with the SOE Policy and this SOE Funding Guidelines and Operating Principles.
5. Purchases of SOE hardware outside the established priority and replacement schedule are to be fully funded by the area concerned.

Mark Ridge
Manager
IT Support Services

Tel: (08) 6304 3777
E-mail: m.ridge@ecu.edu.au

Garry Trinder
Chief Information Officer
IT Services Centre

Tel: (08) 6304 3737
E-mail: g.trinder@ecu.edu.au

Approved:

_____ Date: / /

Warren Snell
Vice President Resources/Chief Financial Officer