INSTITUTIONAL ACQUISITION AND STANDARDIZATION OF INFORMATION TECHNOLOGY DEVICES	**University Policy No:** AD2515 **Classification:** Administration **Approving authority:** Vice-President Finance and Operations **Effective date:** December 1, 2011 **Supersedes:** May/96 **Last Editorial Change:** **Mandated review:** December, 2018

Associated Procedures:

Procedures for the Acquisition and Technical Support of Information Technology Devices

PURPOSE
1.00   The purpose of this policy is to set out the manner in which university information technology devices are selected, acquired, procured, and technically supported.

PRINCIPLES
2.00   The university will set standards for the acquisition and technical support of university approved information technology devices.

3.00   Standards for information technology devices are developed and implemented in order to improve service, enhance support, streamline acquisition and installation processes, and reduce costs.

4.00   While the university recognizes that individuals will have different requirements when choosing an information technology device, the university cannot guarantee performance and functionality of enterprise information systems that are accessed on non-standard information technology devices.

DEFINITIONS
5.00   **Unit**: Unit means academic or administrative areas at the university, including but not limited to: faculties, departments, divisions, schools, offices and centres.

6.00   **Technical Review**: Review of technology acquisitions, performed by University Systems, in order to ensure the acquired technology is compatible with the university environment. This includes, but is not limited to, Canadian Standards Association (CSA) compliance, Internet Protocol (IP) network support, and operating system version suitability for enterprise use.

7.00   **Enterprise Information System**: A centrally-supported information system which is used by multiple users in multiple Units concurrently including, but not limited to, systems that manage campus reporting, student information, learning management, human resource data, financial information (e.g. Banner, FAST, SAS).

JURISDICTION/SCOPE

8.00   This policy applies to the acquisition, technical assistance and network connectivity of information technology devices at the university.

9.00   The decision to acquire information technology devices rests with the appropriate Unit budget authority.

POLICY

10.00   University Systems, in collaboration with administrative and academic Units, will develop and maintain standards for information technology devices.

11.00   As stipulated in Purchasing Policy FM5105, technical review is required for all information technology device acquisitions that require network connectivity in order to maintain the integrity and performance of the university's information technology infrastructure and architecture.

12.00   University Systems may refuse to provide technical assistance or network connectivity for any information technology device which does not pass technical review.

13.00   The acquisition of information technology devices which will primarily interact with Enterprise Information Systems is expected to follow university standards; the appropriate Associate Vice-President, dean, or Executive Director (or delegate) may grant exceptions as per the Procedures for the Acquisition and Support of Information Technology Equipment.

  13.01   Units that do not follow university standards may be exposed to risks of non-performance and incompatibilities with the university's technology environment.

  13.02   A Vice-President has the authority to accept risks of non-performance with the university's technology environment on behalf of their portfolio.

AUTHORITIES AND OFFICERS
  i) Approving Authority: Vice-President Finance and Operations
  ii) Designated Executive Officer: Vice-President Finance and Operations
  iii) Procedural Authority: Vice-President Finance and Operations
  iv) Procedural Officer: Chief Information Officer

RELATED POLICIES AND DOCUMENTS
  Purchasing Services Policy FM5105 (1750)
  Procedures for the Acquisition and Technical Support of Information Technology Devices

PROCEDURES FOR THE ACQUISITION AND TECHNICAL SUPPORT OF INFORMATION TECHNOLOGY DEVICES

Approving Authority: Vice President, Finance and Operations
Effective date: December 1, 2011
Supersedes: N/A
Last Editorial Change: TBD

Parent Policy: [Policy on Institutional Acquisition and Standardization of Information Technology Devices](#)

PURPOSE

1.00   The purpose of these procedures is to set out the appropriate process for the acquisition and technical support of information technology devices.

DEFINITIONS

2.00   The definitions contained within the university's Policy AD2515 Institutional Acquisition and Standardization of Information Technology Devices apply to these procedures.

3.00   **The Technology Solutions Center (TSC)** is a Unit within University Systems responsible for defining information technology device standards, providing advice and guidance regarding technology acquisitions, performing technical reviews, and has delegated authority to acquire standard personal computers for institutional use per Purchasing Policy FM5105 and Signing Authority Policy FM5100. Current information technology device standards are published on the [Technology Solutions Centre web site](#).

4.00   **The Service Centre** is a Unit within University Systems responsible for providing information technology support to the university.

PROCEDURES

5.00   Inquiries regarding the acquisition of Information Technology Equipment should be directed to the Technology Solutions Centre.

6.00   Information Technology Equipment support is provided by the Service Centre.

7.00   If individuals require non-standard information technology devices primarily to interact with Enterprise Information Systems, they must submit a justification document requesting deviation from the standard to the Technology Solutions Centre.

   7.01   The justification document must explain how job requirements cannot be achieved by using standard information technology devices, or how standard information technology devices do not meet the user's needs.

7.02   The Director responsible for the Technology Solutions Centre will review the justification document and either permit and record the deviation or escalate the requested deviation to the Chief Information Officer.

7.03   The Chief Information Officer will review the justification document and either permit and record the deviation or work with the appropriate dean, Associate Vice-President or Executive Director to seek resolution.

7.04   A Vice-President has the authority to permit or deny a deviation in their portfolio.