Technology Solutions Centre (TSC) Technical Approval Process

December 2014

Background

Technical Approval is defined in Purchase Services Policy (FM5105) section 1.4:

GOODS AND SERVICES REQUIRING TECHNICAL APPROVAL (SPECIFICATIONS) PRIOR TO PURCHASE

Computers and Peripherals have been delegated to University Systems (formerly Computing & Systems Services) and section 1.2.7 sates:

"Purchasing Services will obtain the advice, recommendation and sign-off of the various departments indicated prior to committing to a purchase with an external third party."

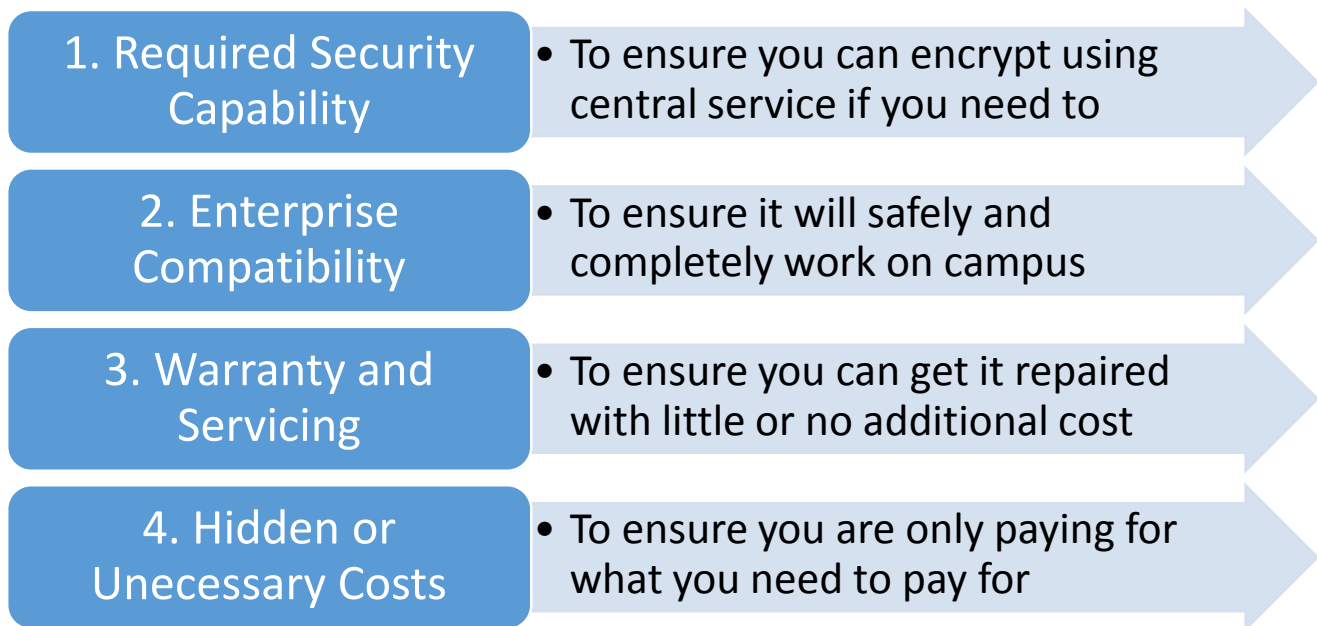This document describes the process to perform Technical Approval.

Key Elements

- Technical Approval is delegated to Systems by Purchasing Services; any issues involving Technical Approval should be referred to Purchasing Services.

- "PRIOR TO PURCHASE" is to be interpreted as "prior to purchase by the university" and so requests for reimbursement, which essentially transfer assets from personal ownership to institutional ownership, are subject to Technical Approval

- Technical Approval is performed to 1) inform and educate the purchaser to ensure their purchase will meet their needs and 2) ensure the purchased item will technically work for its intended purpose in the university environment

- "Computers and Peripherals" are to be interpreted as a computing device, which includes a computer, laptop, tablet, or smart phone.

- In all cases, we recommend institutional standard devices, as defined in the policy on Institutional Acquisition and Standardization of Information Technology Devices (AD2515)

Technical Pre-Approval

For efficiency, the Technology Solutions Centre (TSC) will maintain a list of items that have been technically approved already and do not require Technical Approval prior to purchase. This list will be published on the TSC website.

Process

We review the purchase in four dimensions:

1. Required Security Capability	• To ensure you can encrypt using central service if you need to
2. Enterprise Compatibility	• To ensure it will safely and completely work on campus
3. Warranty and Servicing	• To ensure you can get it repaired with little or no additional cost
4. Hidden or Unecessary Costs	• To ensure you are only paying for what you need to pay for

1. Required Security Capability

Inform: If this device will access or store any Confidential or Highly Confidential data as described in the Information Security Policy (IM7800), encryption must be used.

Personal Computer
Question: Are you planning on using the university's enterprise whole disk encryption service?
Yes – If PC, device requires a Trusted Platform Module (TPM)

Refer client to online documentation regarding the university's enterprise whole disk encryption service and encourage them to contact their departmental support person or Help Desk for assistance.

Smartphone
Advise whether selected model supports encryption and ActiveSync policies; and encourage them to contact their departmental support person or Help Desk for assistance enabling encryption.

Conditions for Technical Approval Deny:
- Device will store Confidential or Highly Confidential data and does not support any type of encryption.

2. Enterprise Compatibility

Inform: Computing devices should be utilizing enterprise operating systems and standard networking protocols and be Canadian Standards Association (CSA) approved as per the manufacturers stipulated use. If it is new equipment, may need to ensure adequate infrastructure exists to operate it including data and power connections. If additional connections are required discuss with client to ensure they are aware of how to make a request.

Question: Is this device CSA compliant?

Question: Is this a specialized research computing device?

Question: Does the computing device use a supported Enterprise Operating System?

Question: Does the device use standard TCP/IP networking protocols?

Conditions for Technical Approval Deny:
- Device only supports a non-enterprise operating system (e.g. "Home" or "Personal" edition)
- Device does not use standard TCP/IP networking protocols

3. Warranty and Servicing

Inform: Devices that appear inexpensive to purchase can have hidden costs associated with premature failure and repair. We recommend ensuring devices include a 3-years warranty so you do not have to spend additional money on repairs. We also recommend the warranty be on-site next business day so you are not inconvenienced by sending your device away for repair. If you have a "keep your hard drive" option you can ensure a failed hard drive containing non-public data remains in your possession. Without this option, even a failed hard drive under warranty must be sent to the manufacturer in order to receive a warranty replacement.

Question: Does the computing device have a three year warranty?

Question: What are the terms and conditions of the warranty?

Question: Does the warranty have a keep your hard drive option in the event it fails?

Question: Is the storage for the computing device serviceable/removable?

Conditions for Technical Approval Deny:
- No warranty available

4. Hidden or Unnecessary Costs

Inform: We want to ensure there aren't any missing, hidden, or unnecessary costs to the University.

Question: Is the order complete?

Ensure appropriate cables and recommended adaptors are being acquired.

Recommend Kensington security lock for laptops.

If software is being acquired check to see if it is already licensed at UVic.

If external media is also being acquired ensure encryption of the external media is contemplated where appropriate.

Make sure antivirus and malware protection is implemented.

Question: Are there any service fees?

Look for setup fees or other additional costs to ensure the terms and conditions for these fees are documented.

Question: Who supports the computing device?

Support – Does your department have a support person? Are they aware of this acquisition?

Work with your support person to determine appropriate backup solutions if required.

Conditions for Technical Approval Deny:
- Missing key components that will enable the device to be used
- Buying software that is already licensed and useable for the required purpose