IT Equipment Guidelines

Standard Operating Environment

UTS uses a standard operating environment (SOE) for hardware and software. This includes all staff computers (desktops, laptops and monitors) and other IT equipment (smart phones) and software. This reduces costs and simplifies support. More information about standard hardware and software is available on Staff Connect [Campus Systems and facilities > IT services and resources

In the Library the standard staff workstation environment consists of a DELL 5000 series laptop (from the UTS Standard hardware list) with an external keyboard, mouse and additional monitor on a monitor arm. This set up has been selected to provide a balance of performance with flexibility for staff needing to work away from their desk.

A small number of staff are also issued with smart phones where there is a demonstrable business need.

A range of software applications from the UTS standard software environment and site licenced software is available on all Library staff workstations. Some site licenced software will be made available as standard on all Library workstations where there is a demonstrable library-wide need (e.g. EndNote), while others may need to be requested.

Exemptions

A staff member may seek an exemption to replace the standard Library staff workstation environment with another item/s on the UTS standard hardware list. A staff member may also seek an exemption to purchase or lease IT equipment not on the UTS standard hardware list either as a replacement for the standard workstation environment or as an adjunct to it (e.g. a tablet, additional peripherals). A staff member may also seek an exemption to the standard software operating environment, for example to access a software application not included in the standard software environment or site licenced software.

All requests for exemptions must be made in writing using the UTS application form available from Staff Connect. Completed forms should be passed to the relevant department manager for approval. If approved by the manager the exemption request will be reviewed by the IT Services Manager and Director Library Resources for final approval. Exemptions will only be granted in the following circumstances:

Business Needs: the requestor demonstrates the nature of their work is such the Library SOE is not adequate. The request should include details of the nature, scope, volume and frequency of the work requiring non-standard hardware or software

Medical Needs: requests for non-standard hardware or software due to medical requirements will be passed to HRU to manage centrally as per the Library's workplace adjustment procedure. Any requests will be treated confidentially.

Use of Equipment

Users are expected to conform to the UTS *Acceptable Use of Information Technology Facilities* at all times. In addition, Library staff should:

- Take care to avoid loss or damage to any equipment, particularly laptops when being used away from workstations
- Minimise the removal of laptops or other equipment (exempting smart phones) from campus, except where there is a reasonable need (for example where a late or early meeting makes it impracticable to return laptops to a workstation, when attending an offsite event, or working from home)
- Take responsibility for keeping equipment available when needed i.e. you ensure you have a laptop to work with.
- Report any loss or damage immediately to their supervisor

Workstations have been designed with safety and wellbeing in mind, for example adjustable sit/stand desks, adjustable monitor arms. Staff are also strongly encouraged to consider and be aware of their safety and wellbeing when using IT equipment. In particular Library staff should:

- Make use of UTS Safety and Wellbeing resources around ergonomics and computer comfort
- Take care to avoid working longer hours or working from home due to the flexibility offered by laptops. The change to a more flexible workstation set up, does not imply an expectation of staff taking work home, or working for longer periods of time.

Equipment for Testing

Departments may require non-standard equipment as part of quality assurance and client services, for example testing access to digital information resources in environments other than UTS SOE. In this case the manager should make a request to the Director Library Resources and Discovery. This equipment will be managed centrally by Library IT Services.

Related Documents:
Acceptable Use of Information Technology Facilities
Apply for an Exemption from the Standard Operating Environment

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