1. Introduction and Purpose

1.1 The purpose of this policy is to provide a framework for the purchasing of Information Technology (IT) hardware, software and externally hosted applications, services or consultancy for the College.

1.2 The College has architectural standards in place to ensure the robustness and security of its IT enabled services and information assets. This policy ensures these standards are adhered to in the purchase of IT and that the College's digital estate can be effectively supported and protected.

1.3 This policy outlines the procedures that must be in place to ensure the purchase, delivery and installation of IT equipment, applications and services is coordinated successfully.

2. Scope

2.1 This policy applies to all Royal Holloway's computing resources, networks and data storage. Individuals covered by the policy include (but are not limited to) Royal Holloway, staff or agents of the administration, external individuals (e.g. 'visiting fellows') and organizations accessing network services via Royal Holloway's computing facilities and networks.

2.2 Computing resources include all Royal Holloway owned, licensed, or managed hardware and software, and use of the Royal Holloway network via a physical or wireless connection, regardless of the ownership of the computer or device connected to the network.

3. Policy Statement

3.1 IT Hardware, Software & Consultancy Purchasing

3.2 IT Services (ITS) will be engaged in the workflow for placing orders for IT hardware, applications and services on behalf of all professional services departments.

3.3 ITS will be engaged in the workflow for placing orders for IT hardware, applications and services for Schools and Departments where central support, management and incident response and / or where centrally licensed and supported applications are required.

3.4 ITS are responsible for the purchase of Audio Visual equipment installed to centrally managed teaching spaces and meeting rooms.

3.5 It may not be possible to undertake full due diligence on purchases that are made outside of established planning round mechanisms, in such circumstances ITS will provide a high-level evaluation of the risks associated with the purchase for ownership and mitigation by the purchaser.

3.6 School and Departments may make purchases of IT hardware, applications and services without engaging ITS where:

3.6.1 There is no expectation of ITS support, maintenance, incident response and additional network or systems infrastructure.

3.6.2 Such purchases are in line with the College's Acceptable Use and Information Security Policies and associated standards.

3.6.3 Risks associated with non-compliance with the above standards are documented and suitable controls have been put in place.

3.6.4 The above and associated governance arrangements are subject to periodic internal audit.

3.6.5 A Data Protection Impact Assessment has been carried out.

3.7 Requests for the purchase of equipment or software outside the scope of defined project and approved investment case should be sent to the IT Service Desk.

3.8 In evaluating the request ITS will:

3.8.1 Approve, decline or amend the requirements of the purchase.

3.8.2 If a request is declined or amended, ITS will provide an explanation to the requesting manager.

3.8.3 Where a piece of equipment, application or service is to be ordered, ITS will place the order with an appropriate supplier.
3.8.4 Where a piece of equipment, application or service requires installation, an appropriate window will be scheduled.

3.9 Requests for the acquisition of new applications and services should be made through the annual planning round process.

3.10 ITS will provide a named contact to Schools and Professional services to support them in making planning round submissions and in making requests that arise between planning round submissions. Such requests will be made via a documented exceptions process.

3.11 In accordance with Acceptable Use and Information Security Policies, hardware, applications and services failing to meet the required standards may be denied access to the College Network.

3.12 **User Devices**

3.13 ITS will maintain a replacement policy for Laptop and Desktop devices, the frequency of replacement may vary in accordance with annual planning round outcomes and resource availability.

3.14 ITS will provide a managed service which will ensure that equipment is up to date, secure and fully supported.

3.15 A standard range of equipment will be available, however, specialist needs are catered for and requests for non-standard or additional equipment should be made via the IT Service Desk.

3.16 Staff should not purchase user devices using College purchasing cards or by making expense claims.

4. **Roles and Responsibilities**

4.1 Compliance with this document is mandatory for all users of Royal Holloway Information Technology resources.

4.2 Any inquiries or comments regarding standard policy shall be submitted to the IT Services Team by sending an email to ITServiceDesk@rhul.ac.uk.

5. **Related Documents**

5.1 Acceptable Use of Information Technology Policy

5.2 Information Security Policy

6. **Monitoring and Compliance**

6.1 Exceptions to any part of this document must be requested via email to the IT Services team. A policy exception may be granted only if the benefits of the exception outweigh the increased risks, as determined by the Chief Information Officer.

6.2 Exceptions to this policy must be maintained on a risk register for accountability, traceability, and security governance reporting to senior management.

7. **Document Control Information**

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