



# University of Fort Hare

*Together in Excellence*

## UFH Policies and Procedures

Title: ICT Acquisition and Management of Equipment Policy

Policy Number	ICT 010	Approved By	Council	
Date:		Minute		
Effective Date		No. of pages	4	

Refer Questions To: Chief Information Officer

## 1. Purchase of equipment

### 1.1. Capital Funding

- 1.1.1. The acquisition of Information & Communication Technology Equipment must be facilitated by the Information & Communication Technology Services Department in terms of the Capital Equipment Acquisition Policy in conjunction with departments.
- 1.1.2. The equipment needs of the departments, along with the motivation for the requirement, must be forwarded to the ICT department by the end of May of the year preceding the requirement. The needs will be consolidated and investigated for suitability and relevance to their proposed use.
- 1.1.3. The consolidated capital requirements will be scrutinized against the guidelines of the Information & Communication Technology Steering Committee and a final list of Capital requirements presented to the Finance Department by the end of June of the year preceding the requirement for inclusion in the proposed budget.
- 1.1.4. The approved list of Capital Funded equipment for the following year must be accepted by the UFH Council as part of the acceptance of the Budget.
- 1.1.5. New equipment estimated to cost in excess of R 3 500.00 per item must be purchased using Capital Funding.

### 1.2. Computer Equipment

- 1.2.1. Only the latest technology computer equipment may be purchased to ensure that the investment in education is lasting and relevant.

- 1.2.2. Computers will only be allocated to functions requiring such equipment. It is not to be assumed that all staff members have a right to have a computer allocated to them.
- 1.2.3. If the need of an individual is not sufficient to justify the acquisition of a computer, a shared computer can be requested to fulfill the needs of a group of low volume users.
- 1.2.4. Equipment standardization is important in the university environment and all equipment acquired must be approved by the ICT department to ensure that it is compatible with the systems at the University.

### **1.3. Computer Software**

- 1.3.1. Software will be purchased in terms of 1.1 and 1.2 above.
- 1.3.2. Software may be loaded at the residence of employees of The UFH only if authorized in terms of the software license agreement. Costs for home use are for the account of the employee.
- 1.3.3. Operating System software will be provided by the University on a campus license basis where possible.
- 1.3.4. All software acquisitions must be approved by the ICT department to ensure compatibility with the University systems.

## **2. Use of Equipment**

### **2.1. Computer Equipment**

- 2.1.1. Computer equipment is to be used for UFH purposes only. Misuse of equipment will be dealt with in terms of the University regulations.
- 2.1.2. Network printers will be provided for each workgroup by the printing service provider.
- 2.1.3. Specialized printers will only be provided in offices if required and approved by a member of EMT.
- 2.1.4. Fixed Desktop Computer Equipment may not be taken home unless specially authorized by the HOD and the ICT Services Department.
- 2.1.5. Computer equipment such as laptops will usually be allocated on a long term basis. This and other similar equipment such as portable data video projectors only needs an initial authorization from ICT Services to be removed from and returned to the premises on a regular basis.
- 2.1.6. A strategic intent of the Institution is to:
  - 2.1.6.1. Provide presentation technology in venues
  - 2.1.6.2. Provide laptops to all staff in place of desktop computers.
  - 2.1.6.3. Provide devices to students on a shared funding model (still to be defined)

### **2.2. Electronic mail service**

- 2.2.1. An email account will be opened for each staff member and each student. The email service will be provided free of charge for business email.
- 2.2.2. The cost of private email will be fixed by the EMT if it is deemed necessary to put a billing mechanism into place.
- 2.2.3. The maximum size of a received or transmitted email will be defined by the ICT services department. This size restriction may be lifted temporarily on request to ICT Services for the receipt or transmission of larger emails.

### **2.3. Internet – Intranet Services**

- 2.3.1. Staff members & Students will be provided with an Intranet Service.
- 2.3.2. Internet services will be provided to staff members on UFH premises subject to the availability of Internet bandwidth. This Internet Service will be managed by the ICT Services Department to provide a reasonable service to users in terms of policy.
- 2.3.3. Specific requests from HOD's for Internet Service provision must be directed to the Helpdesk by logging a call using the email address [ictservicemanager@ufh.ac.za](mailto:ictservicemanager@ufh.ac.za).
- 2.3.4. Laboratories will be provided with limited Internet access in terms of 2.3.3 above and in terms of the Laboratory rules currently in force only when required for official purposes
- 2.3.5. Network access from private residences will be provided to certain key staff as well as to ICT Services Management.
- 2.3.6. This facility must be approved by and may be terminated at the discretion of an EMT member.

### **2.4. Fax Services**

- 2.4.1. At least one fax service will be provided for each campus.
- 2.4.2. Campuses that are multi faculty or comprise many departments housed in different buildings, a separate fax may be supplied to each department. Where possible this fax must be computer based and must not incur a monthly rental. The fax should be integrated into a digital copier where possible.
- 2.4.3. HOD's may motivate to the ICT Department if they deem it necessary to have a separate fax machine provided for them. This motivation must be accompanied by the quantity of fax's currently being transmitted and received as well as the reasons that the current fax machine is inadequate. Security reasons should be elaborated upon. Budget must be available, and the application supported by the relevant EMT member.
- 2.4.4. Fax to email services are provided for each staff member by the printing service provider.

### **2.5. Photo copier machines**

- 2.5.1. Centralized digital, on-line photocopier print room services for bulk printing are provided on all campuses.
- 2.5.2. Digital photocopier services will be managed by ICT services and provided by a printing service provider.
- 2.5.3. The copying devices must be capable of being controlled through card based access coding to ensure confidentiality of printed documents.
- 2.5.4. Digital copiers must be able to be managed through a web interface on the Internet and will be connected onto the computer network.
- 2.5.5. Scanners will be integrated into other equipment such as fax machines or digital copiers wherever possible. Colour Scanners can be provided after suitable motivation to, and investigation by ICT Services. These must be approved by an EMT member.
- 2.5.6. The small departmental multifunction digital machines will not be provided with book binding peripherals; this will only be provided on the central machines.
- 2.5.7. The cost per copy for private copies is the same as the cost per copy for the devices as defined in the contract with printing service provider.

- 2.5.8. Cost for rentals and departmental copying is to be included in the departmental budgets and will not be centralized.
- 2.5.9. Multi-Function copier devices will be provided for students on a pre-paid basis. Pay stations will be erected to service student areas. Students cards will be used to provide access to the printing services.

## **2.6. Telephone Service**

- 2.6.1. A basic telephone service with internal dialling will be provided to staff members on request from their HOD. It is not to be assumed that all staff members have a right to have a telephone allocated to them. The nature of their function must require a telephone.
- 2.6.2. Access to the Telkom network requires approval by the users' HOD and is governed by approved budget.
- 2.6.3. Private telephone calls are to be initiated using the "honesty code 45" in the dialing sequence. This will allocate all private calls to a private calls queue, the costs of which will be associated with each individual user based on their PIN code and this cost will be recovered from the users salary at the end of each month. Telephone services will be automatically suspended once the approved budget is exhausted. All telephone lines are monitored by a detailed billing system and printouts are available on request from ICT Services. The request should be addressed to the Helpdesk [ictservicemanager@ufh.ac.za](mailto:ictservicemanager@ufh.ac.za) and a reference number will be provided automatically.
- 2.6.4. Employees will be provided with a PIN number for their exclusive use. This number may not be given to other users and is used for the billing of calls.
- 2.6.5. Calls may be initiated from any campus of the University using the access codes defined for this purpose.

## **2.7. Digital Video Projectors (DVP)**

- 2.7.1. Digital Video Projectors are provided by ICT services through the normal capital purchasing process or through specific capital funding channeled through projects.
- 2.7.2. Digital Video Projectors (DVP) will be fixed and available in certain venues.
- 2.7.3. ICT Services will provide portable DVP's which can be transported and used at venues in or outside the University if budget permits.

## **3. Help desk**

### **3.1. IT Services helpdesk service**

- 3.1.1. All faults and complaints must be booked with the helpdesk at [ictservicedesk@ufh.ac.za](mailto:ictservicedesk@ufh.ac.za) or on **the advertised numbers** where a reference number will be provided to the caller. This reference number must be quoted in all follow ups and queries.
- 3.1.2. Uncleared incidents will be escalated in terms of the escalation procedure.
- 3.1.3. The CIO will be notified of faults affecting entire services.

## **4. Insurance**

- 4.1. All electronic and computer equipment must be comprehensively insured. This is done centrally by the Finance department. The serial numbers of all equipment

must be captured on the Asset database. Depreciation of equipment is handled by the Finance Department.

Approved on behalf of Council:  \_\_\_\_\_

Vice Chancellor: Dr. Mvuyo Tom