



Information Technology Hardware/Software Purchase Policy

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Author	Matthew Coutts
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1. Purpose

The purpose of this policy is to provide members of the company with guidelines regarding the purchase or acquisition of software/hardware.

This policy defines the process for acquiring such software/hardware and seeks to prevent situations where departments or business units purchase systems or data services without involving the Enterprise Technology team. Successfully implemented solutions will require a coordinated effort of users and administrative support to ensure:

- A system or service is warranted based on documented business needs.
- All potential solutions are evaluated using pre-defined criteria.
- Acquisitions are approved by the appropriate authorised staff.
- Compatibility with existing systems.
- The evaluation and selection process is transparent and open to all needing to participate.
- Contractual obligations are reviewed.
- Compliance with governing security and privacy policy.
- Training and support issues are understood.

Please note that the general purchasing guidelines will still apply where the scope of this policy doesn't apply.

Section 2 - Audience

This Policy applies to all employees, including permanent and temporary staff, and contractors.

Section 3 – Technology Hardware & Software Procurement Guidelines

- Enterprise Technology is the sole authority for purchasing IT hardware, software, and services for the company. These include laptops, desktops, tablets, phones, mobile devices, printers, storage, servers, cloud services, computer peripherals and software.
- A business unit, department, and individual must request computer hardware and software through the Enterprise Technology helpdesk. Hardware or software not purchased through Enterprise Technology may not be eligible for reimbursement.
- At a minimum all equipment must be tagged as an asset for inventory and tracking purposes.

Section 4 – Standard Computer Configurations

A standard configuration will be established by Enterprise Technology on an annual basis.

TEG's Standard Operating Environment consists of a Windows 11 Laptop/Desktop. Apple Macs can be made available subject to the requirements of the employee's role and/or function.

Any staff replacement personnel will inherit the computer used by the previous holder of that position, unless that computer was purchased or has been in use for three years, or the machine is not available on the staff member's start date.

Standard Software Installations:

Standard software on machines will include:

- Current supported version of Windows OS or Mac OS operating systems
- Current supported version of Microsoft Office Suite (for both Windows and Mac)
- Carbon Black End Point Protection
- VPN Software
- Adobe Acrobat Reader
- Internet Browsers (Mozilla Firefox, Microsoft Explorer, Google Chrome, Apple Safari)
- Zoom Software (Basic Version)

Non-Standard Software Purchases:

- Non-Standard software purchases will need to be requested to Enterprise Technology and approved by the Global Head of Enterprise Technology.
- Backup software such as iCloud, Carbonite, Dropbox, Google Drive, etc... are not approved by Enterprise Technology. If you need a backup solution, please contact the Enterprise Technology Helpdesk and we'll work with you to find an appropriate solution.

Additional Peripheral Devices:

- Standard desktop configurations for both PCs and Macs will include a computer, monitor, keyboard, and mouse.
- Standard laptop configurations for both PCs and Macs will include the laptop, docking station, monitor, keyboard, and mouse.
- Additional external monitors may be supplied depending on availability in redistribution.
- Laptop setups do not include carrying cases or stands.
- If there is a need for external hard drives, DVD drives, or any other peripheral critical to instruction that is needed please contact Enterprise Technology.
- Tablets and mobile phone hardware will need to be purchased through Enterprise Technology and approved by the business unit manager before purchase.

Section 4 – Acquisition Process - Hardware

Enterprise Technology Involvement:

1. Hardware purchases require IT involvement. IT will
 1. Purchases of the following hardware require IT involvement:
 1. Desktop or laptop computers.
 2. Tablets and/or mobile phones.
 3. IT involvement is not required for hardware that will change ownership prior to use/activation and will not be used for conducting company business (e.g. a tablet to be given away as a prize).
 2. Purchases of permanently mounted hardware require IT involvement. IT will coordinate installation through the respective building management.
 3. Purchases of peripherals (hard drives, adapters, mice, keyboards, etc) require IT involvement. IT involvement is always recommended to ensure device compatibility and best pricing.

Section 5 – Acquisition Process - Software

Enterprise Technology Involvement:

2. Software purchases require IT involvement. IT will
 1. Evaluate the software need and how it applies to the department and the company's mission.
 2. Evaluate compatibility with company hardware.
 3. Determine if this software or another similar software is currently purchased by the company.
 4. Retain all licensing information (e.g. software keys, administrative credentials) in order to facilitate installation on a different device or to maintain continuity during a change of company personnel.
 5. Assist with installation or implementation of the software.
 6. Determine where software and data used by the software will be stored. This would include assessing any additional storage needs.
 7. Determine if the software will use and/or store data.
 8. Determine what type of data the software will generate and if it is sensitive and/or confidential data.
 9. Determine if Software or hardware will require company credentials (Active Directory or Single Sign On) for authentication.
 10. Determine if software or hardware will be made generally available to employees.
 11. Integrate software with other company systems as required.

Enterprise Technology generally does not support hardware and software that have been purchased without IT involvement. Support for such systems would be best effort and only as time allows.

Section 6 – Acquisition Process – Purchase Authority and Reimbursement

Only the Global head of Enterprise Technology or Chief Financial Office can approve the purchase of hardware and/or software. Any exceptions to this rule may result in the following:

Where an employee lodges a personal expense claim relating to hardware and/or software expenses, the claim maybe denied.

Where an employee uses a corporate credit card for purchases relating to hardware and/or software expenses, the company may ask to be reimbursed for that expense.