

Standard Information	
Approved by:	CNC ITS Leadership
Approval Date:	May 19,2021
Administrator Responsible	David Lampron, CIO
Date of Next Review:	May 19, 2022

CNC Information Technology Services Equipment Standard

Policy Statement

Our aim is to ensure that all CNC employees have the technology tools that are required to perform their duties, and that each employee (Staff or Faculty) is allocated equipment that suits their need. The process for allocation of a device type will be achieved via needs planning discussion between the respective department head and ITS.

Purpose / Rationale

The purpose of this document is to define equipment standards for computing and mobility devices for College of New Caledonia (CNC) employees.

Scope / Limits

This standard shall apply to all employees within CNC who work with ITS issued equipment while executing business functions, activities or services for or on behalf of CNC or its customers. Policies, Standards, and Procedures may be expanded, or exceptions may be made as needed.

Principles / Guidelines

Equipment Standards:

1. Enterprise Standards for computing and mobile devices shall be reviewed, at a minimum, annually by Information Technology Services (ITS), and the standard equipment list will be populated based on the following criteria:
 - a. Institutional and employee specific needs
 - b. The computing device landscape
 - c. Our approved vendors
 - d. Availability of products

e. Value for function

2. A regularly updated list of available standard hardware can be found [here](#)

Device types:

1. Not to be considered an exhaustive list, standard hardware types outlined here should provide some clarity on the intent of this document.

a. Desktop Computing Devices:

i. Desktop computers shall generally be deployed in situations where the employee or institution does not require mobility, or the workstation is intended to be used by multiple individuals who are not assigned a mobile computing device. Examples can include:

1. Classrooms
2. Reception desks
3. Public use devices

b. Mobile Computing Devices (Laptops):

i. Laptops are intended to be the primary computing device for CNC employees to allow for maximum flexibility. A laptop will be deployed to the employee and remain with them for the duration of their appointment in that role, to be upgraded, as necessary.

ii. In instances where an employee switches positions and requires different equipment to perform their duties, they will need to engage ITS to consider and review their new requirements.

c. Mobility Devices (Cellphones):

- i. Employees whose job function requires access to a cellphone shall be assigned a device that will remain with them for the duration of their appointment in that role, to be upgraded, as necessary.
- ii. Employees will be provided a selection of standard devices to choose from based on the list of ITS Standard Hardware found [here](#).
- iii. In instances where an employee switches positions and requires different equipment to perform their duties, they will need to engage ITS to consider and review their new requirements.

d. Printers:

- i. ITS will maintain the minimum required number of printers to meet institutional needs.
- ii. Printers will follow an enterprise standard.
- ii. Printers will be made available in common areas for employees to print to as required.
- iii. Local / desktop printers will not be provisioned without an approved business case.

e. Peripherals and Other Equipment:

- i. ITS will review and provision equipment as business needs dictate.
- ii. ITS recognizes that different work areas have different equipment requirements, but will strive to keep peripheral hardware standardized, and minimized to those who need it to perform their duties.

2. Software:

- a. ITS Devices will come preloaded with a standard suite of business software including, but not limited to:
 - i. MS Office

- ii. Anti-Malware
- iii. PDF Reader (e.g. Acrobat)
- iv. A selection of Internet Browsers
- v. Mobile Device Management and Administration Tools
- vi. Remote Support Tools
- vii. Virtual / Remote Desktop Tools

b. Additional software can be procured as required through ITS. Software not procured or sourced through ITS may not be installed on CNC equipment, will be unsupported, and may be removed as necessary by ITS staff.

3. Data:

a. It is the responsibility of the employee to ensure data is stored on an approved CNC ITS system so that it can be backed up, protected, and retained in accordance with CNC data retention and information privacy standards:

- i. Network drives (R:\, S:\, U:\, etc.)
- ii. SharePoint / Teams
- iii. One Drive (linked to your CNC employee account)

4. Non-standard Equipment:

a. Requests for equipment that are not outlined in the [ITS Standard Hardware](#) list can be made on an as-needed basis by filling out the [hardware request form](#) and providing a business case. These requests will be reviewed on a case-by-case basis and may require further information gathering by ITS to decide on the suitability of the request. Please keep in mind:

- i. An exceptional use case must be provided explaining the business case for this non-standard equipment and how it affects the institution.
- iii. ITS takes all requests seriously and will do its best to fulfill your needs without compromising on other factors such as security and the ability to provide support.
- iv. Non-standard equipment will incur chargebacks in most cases.
- v. Not all requests will be approved.

Hardware Provisioning:

1. ITS will provide a suitable computing device to each staff member who has a business need for a dedicated device.
2. The device is the responsibility and in the care of the employee, not the department.
3. Other equipment will be provisioned on an as needed basis.

Hardware Lifecycles / Evergreen Services:

1. ITS will continuously monitor and update equipment based on the lifecycle of the device, and the ITS Evergreen Plan. Some common examples of lifecycles:
 - a. Laptops – 3 - 5 years
 - b. Desktops – 4 - 6 years
 - c. Monitors – 6 - 8 years
 - d. Cell Phones – 3 - 4 years
2. It will be the objective of ITS to renew equipment continuously and at a regular cadence, to ensure that employees have reliable tools with which to perform their duties.

Legislative and Collective Agreement References

[CNC & FANC 2014-2019 Collective Agreement](#)

[CNC & CUPE 2019-2022 Collective Agreement](#)

Other related policies, documents and websites

[ITS Standard Hardware Guide](#)

Links to procedures which support the Standard

[Computer Hardware Order](#)

Standard Amendment Log

Amendment Number:	Date:
0	May 27, 2021
1	
2	
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