Standard Information	
Approved by:	CNC ITS Leadership
Approval Date:	Sept 30, 2022
Administrator Responsible	David Lampron, CIO
Date of Next Review:	Sept 30, 2023

CNC Information Technology Services (ITS) Equipment Standard

Statement about this Standard

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

These core principles underpin this standard:
1. Device meets user's business needs;
2. ITS can service/support the device effectively;
3. CNC extracts maximum value from the acquisition of a device;
4. CNC mitigates risk.

Standards

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 marketplace

    c. Our approved vendors

    d. Availability of products

    e. Value for function

2. A regularly updated list of available standard hardware can be found [in the ITS Portal](#)

Device allocation:

1. ITS will provide a suitable computing device to each staff member who has a business need for a dedicated device.

2. Devices will be allocated and assigned to a specific employee.

3. Employees will be expected to exercise due care and diligence in the care of the asset(s). The device is the responsibility and in the care of the employee, not the department. Accidental damage/loss/theft of devices is expected on an exception basis – in those cases, CNC will repair/replace the device. Repeated issues where devices are damaged/loss/stolen will be reported to the employees' manager.

4. Departing employees (or their managers) must return their device(s) to ITS for re-deployment to other users. Departments should refrain from retaining the device for the incoming replacement employee.

5. Devices should not be transferred from one employee to another without ITS involvement.

6. Employees will be allocated the minimum number of devices to be able to perform their work (e.g. one laptop per user).

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, along with monitors and peripheral devices (e.g. headset, webcam) 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 along with docking station, monitors and peripherals (e.g. headset, webcam) 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 time at CNC where a compute device is required, to be upgraded, as necessary.

      ii. In instances where an employee switches positions and requires different equipment to perform their duties, they will (or their

manager 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 assigned a mobility device from inventory. This device will come with a telephone number that is property of CNC.

      iii.   Devices will be deployed with case, charger, screen protectant

      iv.   Employees wishing to use and retain their own phone number will be encouraged to use the [mobile device allowance program](#)

      v.   Should a device not be in inventory, employees and/or their managers 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 (or their manager will need to engage) ITS to consider and review their new mobility requirements.

   d. Printers and Multifunction Devices:

      i.   ITS will maintain the minimum required number of printers and MFD's 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 (headsets, keyboards, mice, webcams) 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.

      iii.   ITS will offer standard peripheral devices available on order from the [IT Service Portal](#).

2. Personally-owned equipment

      iv.   It is recognized that from time to time CNC employees will use personal devices to conduct CNC business. Core technological services (e.g. email) are designed to be accessible from any device.

      v.   To the degree possible, employees should use CNC owned standard equipment to conduct CNC business.

      vi.   Equipment not procured or sourced through ITS will be unsupported, and may result in ITS staff requesting that the equipment be removed and taken off of the CNC network (this includes personally owned devices procured using CNC's professional development funds).

3. 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 cannot be installed on CNC equipment, will be unsupported, and will be removed as necessary by ITS to ensure that CNC conforms with licensing agreements.

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:

    ii.   SharePoint / Teams

    iii.   One Drive (linked to your CNC employee account)

    iv.   Network drives (R:\, S:\, U:\, etc.)

b. Backing up to external media (USB thumb drives, removable hard drive) is not a reasonable or reliable backup method. IT Services cannot restore lost data on non-approved systems.

c. It is recognized that from time to time, CNC employees may store personal data on CNC owned devices. It is the employees' responsibility to

ensure that personal data is appropriate and is backed up. ITS will not restore personal data in the event of a device failure or replacement.

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. The department's budget officer should vet the request prior to submitting to ITS. 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.   Approved non-standard equipment may not be eligible for ITS support.
        vi. Not all requests will be approved.

Legislative and Collective Agreement References

[CNC & FANC 2014-2019 Collective Agreement](#)
[CNC & CUPE 2019-2022 Collective Agreement](#)

Other related policies, documents and websites

[Acceptable Use of CNC Information Technology](#)
[Identity and Access Management](#)
[Information Cybersecurity](#)
[Information Technology Asset Procurement and Vendor Management](#)

Links to procedures which support the Standard

[Computer Hardware Order](#)

[ITS Standard Hardware Guide](#)

Standard Amendment Log

Amendment Number:	Date:
0	May 27, 2021
1	Sept 30, 2022
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