

Laptop Provisioning Policy

Document Control

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Document Version Control

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1. Introduction

This policy prescribes the base requirements, constraints, and end colleague expectations with regards to the provision of laptops, from the initial supply to final return for recycling/disposal.

In line with current directives, security, and efficient use of company assets (physical & financial) will take precedence over colleague requests.

Any nonstandard requests, e.g. supply of a unique laptop specification, VIP requests, etc. will be managed as exceptions within ServiceNow and require the specific approval of budget holders and senior management.

2. Request for Laptop

Prerequisites

A request for a new laptop must be based on one of the following requirements:

1. The current laptop is at least 5 years old.
2. The user has a definable need for a higher specification device. Based on software specifications from a supplier.
3. The user's current laptop is beyond economic repair.

Budget Tolerance

1. Existing stock will be utilised with no charge.
2. Up to £1200, if no internal stock available

Standard SLA

20 working days - post approval

Approvals required:

1. Initial approval - line manager
2. Secondary approval – line manager
 - a. Secondary approval will be used if purchase prices exceed budget tolerance

Premature closure of ticket

10 working days if approval has not been submitted

Request Summary

Upon receipt of an approved request, IS-TSS will supply a configured laptop and arrange a suitable handover session. Handover sessions will take place at Warwick office, however if resources allow, Walsall will be available.

Should existing stock not be available, a new unit will be ordered, where the cost exceeds the request budget tolerance, a secondary approval will be required.

3. Request for Repair

Prerequisites

None

Budget Tolerance

1. Up to £300
2. Less than 4 years old
3. Accidental or physical damage will be subject to repair charges to requestors cost centre
4. Following component failures will be charged to AE903
 - a. Battery failure
 - b. Memory failure
 - c. SSD Failure

Standard SLA

20 working days – post approval

Approvals required:

1. Initial approval – line manager
2. Secondary approval – line manager
 - a. Secondary approval will be used if repair costs exceed budget tolerance

Premature closure of ticket

1. 10 working days if approval has not been submitted
2. 10 working days if faulty laptop has not been returned for repairs

Request Summary

IS-TSS will agree a handover session at Warwick head office for assessment and/or quick repairs.

If required, IS-TSS will retain unit and arrange for extended repairs and agree a suitable handover session post repair.

Colleague options during the repair phase.

1. Make alternative working arrangements. E.g. returning to head office, VDI hot desk, VDI Client etc.
2. Request a loan laptop
3. Return faulty unit, and raise a “Laptop request”
 - a. Any repair costs will still be charged to colleagues cost centre

4. Request for Loan

Prerequisites

Stock available to fulfil loan

Charge/Budget Tolerance

Nil charge

Standard SLA

5 working days – post approval

Approvals required:

Initial approval – line manager

Premature closure of ticket

10 working days if approval has not been submitted

Request Summary

If sufficient free stock is available, a loan unit will be made available for collection from Warwick head office.

Loan unit is to be returned after 30 days. Loans exceeding 30 days will be considered as permanent allocation

5. Request for Return

Prerequisites

None

Budget Tolerance

Nil

Standard SLA

20 working days - post approval

Request Summary

IS-TSS will arrange a suitable drop off window at Warwick coop house

Equipment remains the responsibility of colleague, respective line manager, until unit is physically handed over to TSS team.