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.

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

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.

These core principles underpin this standard:

- 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.

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- 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 professional development funds).

- 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

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 <a href="ITS Standard">ITS Standard</a>
<a href="Hardware">Hardware</a> list can be made on an as-needed basis by filling out the <a href="hardware request form">hardware request form</a> and providing a business case. The

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:

- 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.

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Acceptable Use of CNC Information Technology
Identity and Access Management
Information Cybersecurity
Information Technology Asset Procurement and Vendor Management

Computer Hardware Order

ITS Standard Hardware Guide

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