




Policy Number: 700.7
Policy Title: IT Hardware & Software Procurement
Subject: Section 700 – Information Technology
Date Adopted: August 5, 2019
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Approved by: 

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POLICY STATEMENT:

PURPOSE

This policy establishes the processes to be followed by Helena College to ensure that hardware and software procurement adheres to established policies and procedures.

SCOPE

This policy applies to all HC staff, departments and functioning units engaging in acquisition of IT assets for use within Helena College.

POLICY STATEMENT

Departments agree to and comply with all the terms and conditions governing HC equipment as stated in this policy document.

All Helena College policies shall adhere to and be consistent with relevant federal and state laws, rules, and regulations; with Board of Regents' policies and procedures; and with The University of Montana's policies and procedures.

PROCEDURES:

The requirements listed below will be implemented through the IT Procurement Procedures that are stated in a **separate document**. Appendix A?

IT PROCUREMENT

- It is assumed that all proper and appropriate budget approval has been obtained.
- The Procurement process includes planning, preparation, and processing of requisitions. In doing so, IT is key in ensuring that evaluations of user needs are completed, and an inventory management process is established to sustain the needs of the departments.
- IT hardware and software items must be procured through IT.
- All computer hardware and software procured through IT must be installed/uninstalled by IT.
- The IT Procurement procedure defines items that may be procured and installed by non-IT staff.
- IT will process the Information Technology Procurement Requests with UM IT.

SOFTWARE

- Only authorized and approved software can be installed on department equipment.
- All new software purchases and renewals must be procured by IT.
- Unauthorized use of software constitutes a violation of U.S. copyright law and possibly other federal, state, and local statutes and laws.
- IT manages software inventories for Helena College.
- Software used for instruction of students must satisfactorily pass an accessibility evaluation.

HARDWARE: COMPUTERS AND SERVERS

- IT management approves all requests for computer hardware acquisition.
 - PC replacement cycle is identified in the IT procurement procedure.
 - IT manages hardware inventory for Helena College.
 - Departments must notify IT when a computer device is not in use as defined in the procedure.
 - Ancillary devices providing IT services need to be approved by IT. Examples being conference room TVs and projectors.
 - Peripherals are procured and/or replaced as needed.
 - IT will install/uninstall and decommission.
 - IT will configure all network-connected devices, endless leased from a vendor that maintains the devices.

COMPLIANCE

Compliance shall be evidenced by implementing the policy as described above and shall be determined based on the due diligence of the organization as it pertains to the financial resources and personnel capable of implementing and maintaining this policy. Exceptions to this policy must be approved by the **IT Director** and UM CIO.

**Note: This should be Appendix A:
Procurement Procedures for Policy 700.7 Hardware & Software Procurement**

PURPOSE

This procedure identifies the requirements of the Helena College (HC) Information Technology Department (IT) Procedure: Procurement and defines the process.

SCOPE

The procedure applies to all software and hardware procured by or/for use within the HC IT.

ROLES AND RESPONSIBILITIES

The following roles and responsibilities are required by this procedure:

- A. **IT Director:** Oversees the information technology resources that maintain information systems for HC IT. Monitors and facilitates compliance and may make enforcement recommendations to department administrators or appropriate leadership depending on the circumstances. Ensures compliance with security policies and procedures within IT.
- B. **University of Montana Chief Information Officer:** Ultimately oversees the comprehensive plan for software and hardware procured by or/for use within the HC IT. This is to ensure the most effective and efficient cost, coordination, support, and collaboration of major software and hardware.
- C. **Budget Management Team:** Reviews all requests (other than the exceptions outlined in Section IV under Hardware) to ensure appropriate budget allocation, as well as compliance with regular procurement processes *prior* to submission to IT.
- D. **Department Administrators:** Monitors compliance and receives reports of non-compliance from IT. May make enforcement recommendations to the appropriate level of management within the department or through external leadership depending on the circumstances.
- E. **IT Personnel:** Maintains accountability and responsibility for requirements that are contained within the procedure and all associated supplementary policies, procedures, guidelines and standards.

REQUIREMENTS

The activities required for procuring information technology-related software or hardware are outlined below:

SOFTWARE

- Any software procured outside of the approved process will not be supported by IT.
- All software requests must be submitted to IT and include the business case, justification, and billing information.
 - If the request competes with an already existing service offering, an exception request is required. It must include why the enterprise service doesn't meet your business requirements.
 - IT will work with the departments to ensure requests align with the IT strategic plan to make sure the product meets security requirements.
 - An accessibility assessment will be performed on all instructional use software.
 - A risk assessment will be required for any cloud-based service.
 - Implementation of new software will require a Service Level Agreement (SLA). The SLA will establish the level of support IT is responsible for providing.
 - A Governance Plan may be required. When required the plan must outline the roles and responsibilities of the users and IT.
- Current software (which conform to a standard version system) is supported two major versions/releases back. All software must be supported by the vendor. Exceptions must be approved by the IT Director.

HARDWARE

- Any hardware procured outside the approved process will not be supported by IT.
- The following items intended for individual use can be purchased outside of the regular procurement process:
 - Keyboards
 - Mice
 - Web cameras and microphones
 - Inline power protection
- IT must be notified regarding all equipment whenever an employee goes through on/offboarding to ensure accurate records are kept.
 - All hardware requests must be submitted to IT and include the business case, justification, and billing information.
 - If the request competes with an existing service offering, an exception request is required. The request must include why the existing service does not meet your business requirements.
 - IT will work with departments/entities to ensure requests align with IT strategic plan to make certain the product meets security requirements.

COMPUTER UPDATING

- Devices will be updated on a regular basis.
- Computer devices must be accessible to receive current updates. If processes cannot be completed remotely, IT will contact the user and schedule appropriate, mandatory actions.
- IT notifies users when updates are scheduled and reserves the right to access the device to ensure completion of the update process. IT will notify the user(s) when this action is required.

REPLACEMENT LIFECYCLE

- The replacement lifecycle ensures that information technology resources will be planned cost-effectively in conjunction with the department's budget. One option is leasing, which provides a method to control budget and ensures PC hardware remains consistent with current technology. Another option is to plan a bulk order with the UM CIO to reduce costs as well. IT will, on an annual basis, work with each department to review and plan the replacement of personal computers.
- Department budget managers will need to ensure that all orders match the department's needs and budget.

IT REQUEST TO FILL PROCESS

It is assumed the request has been approved through the budget process prior to IT Procurement request submission. The request to fill process is established to ensure IT is properly using all available assets, preventing overspending and under budgeting. After the **BMT has approved the budget allocation for the request,** the approval/denial portion of the process may take between 1 – 2 weeks, dependent upon response times from all parties involved. Installation may be longer, as it will need to be prioritized and scheduled for installation, testing, and deployment.

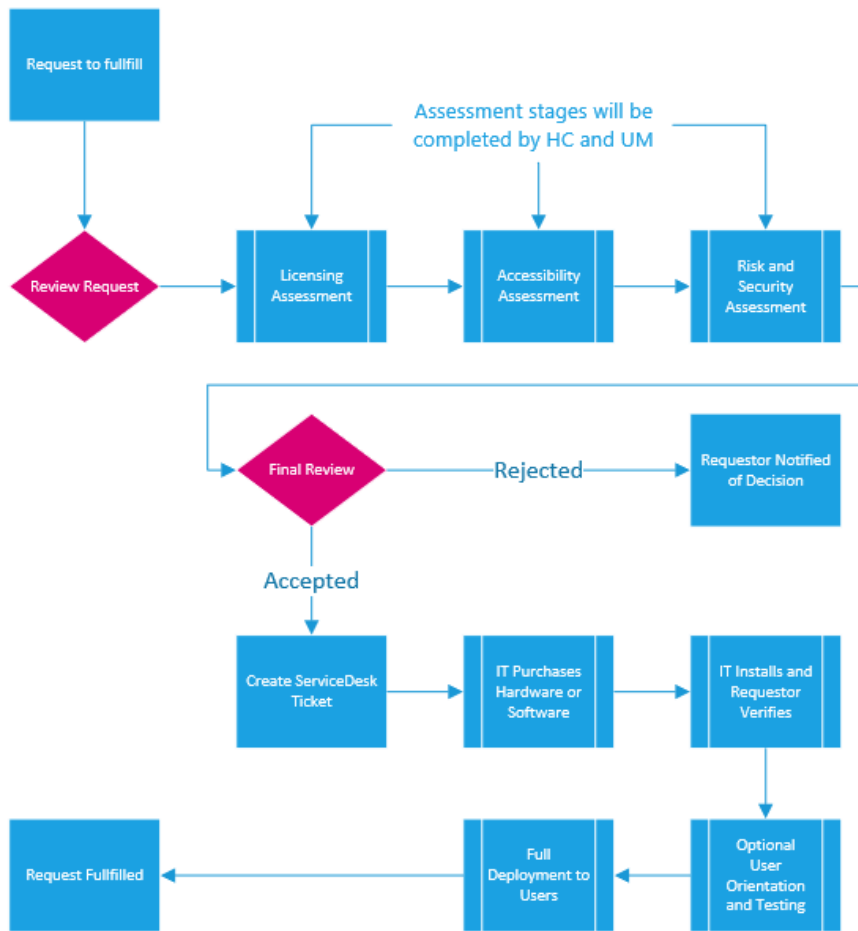


Figure 1: Request to Fulfill Hardware and Software Flowchart

COMPLIANCE

Compliance shall be evidenced by implementing the procedure as described above and shall be determined based on the due diligence of the organization as it pertains to the financial resources and personnel capable of implementing and maintaining security controls. Failure to comply may result in the system owner, IT, or UM CIO discontinuing or suspending the use of devices or software until such compliance is established as deemed solely by IT management.

ENFORCEMENT

IT is responsible for the procedure’s implementation and enforcement. The IT Director and UM CIO shall monitor division compliance and may make enforcement recommendations to the appropriate division administrators given the circumstances. The IT Director and UM CIO may delegate these responsibilities to, and receive investigative reports and recommendations from appropriate personnel, and may make enforcement recommendations based on such information.