Information Technology (IT) Procurement Policy

October 2022

Purpose:

The purpose of this policy is to offer a background for the procurement of all IT hardware, software, and any externally hosted systems or software for the Institute.

Introduction:

The Institute has agreed standards in place for desktop software, operating systems, computer networks and computer hardware and peripherals. This standardization is essential as it allows the Institute's IT Department to deliver a quality service. The main advantage areas are:

i) An IT Support Group (ITSG) , comprising of inhouse IT experts, as notified with approval of the Dean are expected to be well acquainted with hardware and software requirements and suitability for the Institute.

ii) The IT Support Group is able to stock standard spares in order to reduce down time.

iii) Network, software and hardware installations are planned and synchronized centrally by seasoned network engineers.

iv) IT staff with relevant skills are hired.

This policy outlines the processes that must be in place to accomplish these benefits and to ensure the purchase, delivery and installation of IT equipment is coordinated successfully. This policy has been developed in consultation with the Institute's Administration Department.

Software and hardware procurement guidelines:

The IT SG is the sole authority to recommend placing orders for IT software and hardware on behalf of the Institute irrespective of the source of funding. All IT related equipment and programming will be indicated by the IT Support Group. Hardware and software can't be bought without endorsement by IT Support Group.

a) All requests for procurement of equipment or software, whether as individual items or as part of a larger project, must be sent to the IT SG who will process the request.

b) IT SG will make a choice whether to accept, decline or amend the requirements for the purchase of the equipment.

c) If equipment or software is dropped or altered, IT SG will provide an explanation to the requesting office for the decision.

d) If the equipment is sanctioned or changed then IT SG will order the equipment directly with supplies; Where equipment is approved and ordered, an installation window will be proposed, however this may change according to IT priorities.

e) The IT SG has a standard set-up process for new hardware, software and

This procedure ensures the equipment is configured correctly and that all IT safety measures are addressed. This includes the setup of passwords, anti-virus software and security marking the equipment and adding the Institute's asset management database.

f)   The IT SG won't introduce software or equipment except if it has been engaged with the particulars of both. Equipment and software can't be introduced by non-IT staff.

g)   The IT SG will guarantee that the entirety of the Institute's strategies, techniques and SOPs are followed when setting up software and hardware.

h)   Installation of replacement equipment will be given priority over new equipment in order to maintain continuity in the existing service.

External IT services procurement guidelines:

a)   Outside IT Services include: Hosting of software, getting to external software (aside from by means of the web), upkeep/support administrations and some other outsider provided IT related help including consultancy.

b)   All requests for External IT Services must be sent via the IT SG and will be procured on their clearance.

c)   If outside IT Services are dropped or changed, IT SG will provide a brief clarification to the requesting office for the decision.

d)   All purchases irrespective of extent of investment, must be authorized by the IT SG.

e)   Funding for projects of this size must have been budgeted and sanctioned by the Board of Directors prior to submission to ITSG for approval.

f)   Once IT SG has approved the proposal and prioritized the work accordingly, it will also manage the IT implementation of both hardware and software.

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