Exemption from End User Computer Hardware Standard Procedure [v2017-08-10]

Note: Exemption Procedure is subject to approval and is currently out for consultation.

Purpose

To allow flexibility for staff and students while still maintaining a degree of consistency, the University has developed end user computing standards. This Procedure establishes a framework through which University staff and students may seek an exemption from the End User Computer Hardware Standard.

Procedure

1. The University aims to provide a contemporary computing environment, including end user desktop devices and a foundation that supports the *ANU by 2020* vision. This environment will be an enabling platform for staff and students in pursuit of excellence in teaching, learning, and research.
2. The University offers support to several platforms, recognising the diverse needs of the user community on both desktops and laptops. Standardised desktop computing provision provides an enhanced desktop computing experience for the end user, and assists setup and compatibility with other systems and applications and ongoing support requirements.
3. The main consideration in purchasing non-standard computer hardware is its supportability. The support infrastructure at ANU is set up to provide high quality support for hardware that meets the University’s recommended End User Computer Hardware Standard.
4. Requests for purchase of end user computer hardware outside the University’s prescribed Standard should follow this exemption procedure.

**End User Computer Hardware Standard**

1. End user computer hardware standards are reviewed periodically by the ANU Technical Operational Management Group (OMG) consisting of senior IT Staff from across the campus. The standards agreed should meet the needs of 90% of campus users and are divided into standard and high performance versions in most categories. The current selected standard offerings and their specific configurations are available in the portal.  
     
   [Service Desk -Order Something](https://servicedesk.anu.edu.au/selfservice/order_things.do?login_required=true)
2. The University acknowledges that the selected standards may not meet every University community member’s specific requirements. An exemption request can be made to seek approval to purchase computer hardware outside of the University’s prescribed standards.

**Exemption Application**

1. All requests for exemption are to be submitted via the Service Desk portal, “Request a non-standard hardware configuration”. Local IT support staff can provide advice and assistance when completing and exemption request.
2. All requests for exemption must include:
   1. A short Business case which will include
      1. Purpose of the non-standard equipment
      2. Detailed description of non-standard equipment, including the operating system and any applications to be installed
      3. Quantity and cost of non-standard equipment
      4. who or what area within a College or Service Division will be providing IT support [[1]](#footnote-1)for the requested non-standard computer hardware
   2. Justification
      1. Detailed description of the differences/benefits that the non-standard equipment provides that is not provided by the standard equipment.
3. Exemptions are considered on a case-by-case basis by the Office of the Director of ITS.
4. Exemptions will be considered when there is a demonstrated business, research, or academic requirement for hardware outside of the University’s prescribed Standard.
5. If approved, the purchase of non-standard computer hardware must follow the University Procurement Policy [https://policies.anu.edu.au/ppl/document/ANUP\_000681] and be coordinated through the Service Desk Portal.
6. If rejected the purchase item will not be supported.

1. Depending on the specific piece of equipment or software requested for exemption, ITS may not be in a position to provide any support for the device or software. In this case all support costs for the device and/or software will be required to be borne by the requesting area. [↑](#footnote-ref-1)