## Policy on Allocation of IT Equipment

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<tr>
<th>Item</th>
<th>Description</th>
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<tr>
<td>Policy description</td>
<td>Guidelines to ensure that IT equipment is allocated and used in a secure and appropriate manner.</td>
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<tr>
<td>Division</td>
<td>IT Services and Records</td>
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<tr>
<td>Director</td>
<td>Wayne Gale, IT Services and Records</td>
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<td>Contact</td>
<td>Lisa Watson, Service Desk Manager</td>
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<tr>
<td>Date approved</td>
<td>26 February 2013</td>
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<td>Key words</td>
<td>IT equipment, desktop, laptop, computer, phone, tablet, iPad, wireless card, security token, projector, telephone</td>
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### Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Reviewed by</th>
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<tbody>
<tr>
<td>1 June 2015</td>
<td>2.0</td>
<td>IT Services &amp; Records</td>
<td>Major update to policy reflecting outcomes of Mobile Device Review</td>
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Scope and purpose of this policy

The purpose of this policy is to establish guidelines for the provision of IT equipment to Legal Aid NSW offices and staff.

This policy applies to:

- All permanent and temporary employees of Legal Aid NSW (collectively referred to henceforth as ‘staff’) including contractors, students and volunteers.
- All equipment procured by the Service Desk and/or IT Services & Records and owned by Legal Aid NSW.

Applicability and target groups

This policy applies to all employees, contractors, consultants, temporary and other workers, including all personnel affiliated with third parties that use equipment owned by Legal Aid NSW. Managers should ensure that all relevant staff members know about this policy and how to apply it.

This policy applies to all equipment issued and owned by Legal Aid NSW. Devices covered by this policy include, but are not limited to, desktop computers, laptop computers, tablet computers, telephones, mobile phones, wireless cards and projectors.

Definitions and Abbreviations

IT equipment (‘equipment’) is any device purchased by IT Services & Records and owned by Legal Aid NSW, including, but not limited to:

- Desktop computers
- Laptop computers
- Tablet devices
- Smartphones
- Wireless cards
- RSA tokens
- IP telephone handsets
- Projectors
- Peripheral devices including webcams, headsets, barcode scanners and docking stations
Monitoring, evaluation and review

This document is to be reviewed every 12 months. See cover page of this policy for more information about changes to the policy since its release.

Further information, additional resources & associated documents

This policy should be read in conjunction with the Legal Aid NSW Code of Conduct, the Legal Aid NSW Mobile Devices Policy and the Legal Aid NSW Information Security Policy.

Depending on the circumstances, non-compliance with this policy may constitute a breach of employment or contractual obligations or misconduct under the Legal Aid NSW Code of Conduct.
1 General Principles

It is recognised that staff working for Legal Aid NSW need to be provided with equipment which facilitates the effective and efficient performance of their duties.

Legal Aid NSW recognises that the equipment provided must reflect the varying requirements of different positions, including but not limited to, staff working remotely and in courthouses.

Legal Aid NSW also recognises the need to provide specialised or non-standard equipment to staff with physical impairments.

2 Procurement of Equipment

All equipment must be purchased by IT Services & Records and remains the property of Legal Aid NSW. Any request for equipment must be submitted to the Service Desk in accordance with published procedures.

All equipment requests and purchases are subject to the final approval of IT Services & Records. A request may be declined if:

- The requested equipment does not meet the guidelines contained within this policy;
- The requested equipment is not appropriate for the Legal Aid NSW technical environment;
- There are insufficient funds available to purchase the requested equipment;
- The requested equipment is not appropriate for the specified purpose, or
- The equipment does not meet an identified business requirement.

Where a request is approved, the equipment will be purchased in accordance with NSW Government procurement guidelines. This will include the requirement that items purchased will be selected from panel contracts. Fulfilment of requests will be subject to availability of stock from the vendor and their delivery times.

3 Allocation of Equipment

Standard Allocation

As a general principle, an IP telephone handset and a desktop computer will be provided for:

- Each established position within Legal Aid NSW (unless the occupant has an allocated laptop)
- Each reception desk and interview room
- Courthouses where Legal Aid NSW has a dedicated, lockable room

Additionally, each regional office will be provided with one additional desktop computer which can be used for visitors, temporary staff and as a short term backup in the situation where another computer ceases to operate.

In addition, subject to funding and availability of equipment, a solicitor working in the Crime, Civil or Family Law divisions and all Executive level staff may be allocated a laptop computer or an iPad on commencement of employment with Legal Aid NSW unless the staff member:

- Chooses not be allocated such a device, or
- Wishes to use a personal device in accordance with the BYOD Guidelines.
Staff, in consultation with their manager and the Service Desk, will be able to specify which option best meets the needs of their position subject to the guidelines below. Once equipment has been allocated to an individual it can only be changed if stock is available within Legal Aid NSW.

Once a laptop computer or iPad is allocated to a solicitor or executive staff member, it remains with that individual as they move around the organisation providing they remain in the same role type and within either the Crime, Civil or Family Law divisions.

Contractors / Volunteers / Temporary Staff

Contractors, volunteers (including student placements) or other staff employed on a temporary basis who are not assigned to an established position will be assigned a desktop computer on request for the period of their employment. The computer must be returned to the Service Desk once the individual ceases to work at Legal Aid NSW. Alternative arrangements may be made for regional offices where shipping of computers is not feasible.

Non-Standard Allocation

Any equipment not specified in the previous section is discretionary and subject to available funding. Staff requiring any other equipment must submit a request approved by their Manager and Director which clearly outlines the business requirement for that equipment.

Non-standard equipment is only allocated to staff that have a specific, direct need for this equipment when carrying out their day to day duties. All requests will be considered by the Service Desk and fulfilled subject to the conditions contained within this policy.

Specific conditions apply to the provision of:

- Laptop computers
- iPads / tablet computers
- Mobile phones
- Security tokens
- Wireless cards
- Printers & multi-function devices

Unless specified elsewhere in this policy, non-standard equipment is allocated to a staff member for the duration of their employment in the position for which they requested use of the equipment. If the staff member transfers to another position within the organisation, the staff member will need to submit a new request if they still require access to non-standard equipment.

Usage of all non-standard equipment will be reviewed by the Service Desk on a regular basis and equipment may be removed and reallocated where insufficient usage indicates that the position does not require permanent allocation.

iPads / Tablet Computers

iPads are suited to staff who are frequently working out of the office and require access to a range of online and offline resources. iPads can facilitate mobile access for staff that require ready access to email, calendar functions, Internet resources and offline resources whilst working remotely.

They can also be used for occasional access to the Legal Aid NSW network and associated systems, in conjunction with a security token, but are not designed to be used by staff who undertake substantial data entry or create lengthy documents while working remotely, in which case a laptop computer would be more appropriate.

iPads can only be allocated directly to an individual unless otherwise approved by the CEO. iPad devices will not be issued to a staff member where a laptop computer has already been issued to that
staff member. Additionally, a staff member will require specific Director consideration and approval to be allocated both an iPad and a mobile phone.

Once allocated, an iPad is retained by the individual for the duration of their employment with Legal Aid NSW providing that they remain in the same role type.

**Mobile Phones**

Mobile phones are provided to staff who require access to a mobile phone service and/or require easy access to email and calendar functions whilst working for Legal Aid NSW.

Staff in the field who are frequently absent from their principal workplace in the course of their normal duties and who need to be frequently contactable by phone and need to access their email remotely are suitable candidates for the devices.

Staff who request a mobile phone device must outline a business case for their use and meet one or more of the following criteria:

- The staff member is required to be on call after normal business hours
- The staff member works in a role providing support services to internal or external customers and needs to be easily contactable by phone and/or email
- The staff member is required to travel for work to non-Legal Aid NSW premises two or more days per week (on average).

Once allocated, a mobile phone is retained by the individual for the duration of their employment with Legal Aid NSW providing that they remain in the same role type.

**Laptop Computers**

Laptop computers are allocated primarily to facilitate remote access to the Legal Aid NSW network and remote working where other mobile devices are not appropriate to meet specific needs such as email and internet access. Laptops will be provided to individuals who are required to work remotely from Legal Aid NSW premises on a regular or semi-regular basis or where it can be demonstrated that the individual would otherwise benefit from use of a laptop device.

Examples where laptops may be appropriate include positions:

- Working remotely at the direction of Legal Aid NSW, i.e. at court or outreach
- Working from home at the direction of Legal Aid NSW
- Working from home under an approved arrangement to accommodate reasonable adjustment, return to work program or health considerations.

Laptop computers are allocated to staff complete with a docking station or port replicator, monitor, mouse and keyboard and will become that staff member’s primary and sole computer for desktop use.

A position / staff member may not be allocated a laptop computer if they have been allocated an iPad. Once allocated, a laptop computer is retained by the individual for the duration of their employment with Legal Aid NSW providing that they remain in the same role type.

**Security Tokens**

Security Tokens are allocated to individual staff. They are required to remotely access the Legal Aid NSW corporate applications and network resources from a Legal Aid NSW owned device or from any other approved device such as a home computer or privately owned laptop or tablet device. Note
that a security token is not required to access email, calendar and Internet sites from mobile devices such as iPads or mobile phones.

A staff member who requires remote access to Legal Aid NSW network resources will be allocated a security token on receipt of an approved request and the staff member’s completion of the Security Token Acceptance Form.

**Wireless Cards**

Wireless cards are used to allow Legal Aid NSW laptops to connect to the Legal Aid NSW network when used away from Legal Aid NSW premises. Positions which are allocated laptops may be allocated a wireless card on request. Where a number of positions in a single location require only intermittent use of a wireless card, one or more cards may be allocated to that location to be used as a pooled / shared resource.

**Pooled Equipment**

Pooled equipment is equipment which is allocated to a section or office for use by any staff in that location on a shared, as needed, basis.

The following equipment may be allocated on a pooled basis:

- Barcode scanners
- Projectors
- Wireless cards
- Portable printers
- Mobile phones
- Laptop computers (exceptional circumstances only)

For Central Sydney staff, all of the above equipment, as well as iPad devices, will also be available for short-term loan from the Service Desk. Only in exceptional circumstances will equipment be allocated to sections within Central Sydney as a pooled resource.

No item allocated as pooled equipment may be permanently allocated to an individual staff member without prior notification and approval from the Service Desk.

Equipment allocated on a pooled basis is the responsibility of the Office Manager or Section Head of the area to which it is assigned. Responsibilities include:

- Maintenance of a loan register to track the allocation and return of pooled equipment to individual staff members
- Ensuring that all items issued are returned after each use
- Complying with any Service Desk or IT Services & Records requests to update equipment
- Complying with any Service Desk requests to return equipment to the Service Desk
- Informing the Service Desk immediately of any issues including damage, loss or theft of equipment
- Reconciliation of monthly mobile phone bills to ensure that any private use by individual staff is identified and reimbursed as required by the Mobile Devices Policy.
- Ensuring efficient and proper use of equipment. This includes:
o Ensuring that no pooled equipment is permanently allocated to an individual staff member

o Ensuring that equipment that is not being utilised is returned to the Service Desk for re-allocation

• Completion of regular stock takes on request.

4 Return of Equipment

All equipment allocated to an individual must be returned to the Service Desk when the staff member:

• Ceases employment with Legal Aid NSW
• Goes on leave for a period of 6 weeks or longer
• Goes on secondment

It is the staff member and their manager’s responsibility to ensure that all equipment issued is returned, including the device itself as well as any chargers, cables, bags etc.

The Service Desk may also request the return of equipment, such as wireless cards and security tokens, where usage audits indicate that the equipment is not being sufficiently utilised to warrant its ongoing allocation.

5 Roles and Responsibilities

Service Desk

Service Desk responsibilities include:

• Efficient allocation of equipment requested in accordance with this policy
• Efficient assessment of any requests for equipment and providing appropriate advice where a request is refused
• Procurement, deployment and disposal of Legal Aid NSW owned equipment
• Ensuring that equipment is correctly configured for use by staff
• Ensuring equipment and associated software is adequately maintained / updated
• Ensuring that staff are provided with information to utilise the equipment provided to them

Managers & Supervisors

Manager’s and supervisor’s responsibilities include:

• Appropriate management of pooled equipment
• Ensuring that any items allocated to an individual are returned to the Service Desk prior to that individual leaving Legal Aid NSW including all accessories such as chargers, bags, cables etc. This also applies to any staff going on:
  o Leave for a period of 6 weeks or more, or
  o Secondment for any period

Managers may contact the Assets Administration Officer in the Service Desk to confirm allocation of equipment to an individual or position.
Staff

All staff are personally accountable in their use of work resources and are responsible for the equipment assigned to them individually or to their position. Responsibilities include:

- Ensuring that all items are used in accordance with Legal Aid NSW device specific policies
- Ensuring that all items issued are kept secure within and when taken from Legal Aid NSW premises
- Ensuring that equipment is not used by non-Legal Aid NSW employees
- Complying with any Service Desk or IT Services & Records requests to update equipment or software on that equipment
- Complying with any requests to return equipment to the Service Desk
- Informing the Service Desk immediately of any issues including damage, loss or theft of equipment.
- Ensuring efficient and proper use and care of equipment
- Adhering to the requirements of this policy and any associated policies, guidelines or procedures

6 Compliance

The Service Desk may provide regular reports to IT Management and the ICT Steering Committee on the usage of equipment including usage of security tokens and wireless cards.