Standard Operating Procedure Form (SOP-1A)

Section A – Activity Information

A1. Activity Name Please enter the full name of the activity. Do not use abbreviations   Provision of Computer Services for Staff and Faculty
A2. Activity Information / Purpose Provide a brief description of the activity and desired outcome To provide guidance for the provision of new or replacement primary computer equipment for College staff. Also limits the provision of a primary computer system to one single device per staff member in alignment with College value of utilizing resources wisely.
A3. When to use Provide a contextual reference for this activity When a request is being made to ITS to provide a new or replacement primary computing device for a College Staff member that will be fulfilled by the IT Service Desk (Technical Support Services).

Section B – Introduction

B1. Date Approved	**B2.** Authorized Approver
2017-08-22	Fields, Anthony

Section C – Notes

C1. Notes Provide any note important for SOP.   - Procedure is applicable to all College staff and faculty purchasing computing equipment for College use using College funds   - Applies to new computer purchases, as well as computer scheduled replacement program   - All College computer purchases must be approved and (wherever possible) fulfilled by the Technical Support Services Team   - In order to ensure ongoing support, computer purchases that cannot be fulfilled by Technical Support Services must receive prior approval from TSS team (Senior Manager or Computer Support Coordinator) for fulfillment elsewhere

- Staff or faculty members requiring computer equipment for College use will be offered the choice of one single device to serve their computing needs
- If staff member has a mobile requirement, then a laptop with associated docking station will serve as their primary system that can also be transported and used away from their desk and/or the College
- If mobility is not a requirement, a desktop system will be purchased and no secondary laptop/mobile unit will be approved for purchase for that staff member in addition to the primary desktop system

Section D – Procedure

D1. Procedure
List the steps to be followed by TSS for this SOP.

- Present appropriate computing options to meet user's needs
- Document purchase in an IT Service Desk ticket for tracking and fulfillment purposes
- Order equipment
- Configure equipment with applicable software and KBox client
- Install equipment (if necessary)

Section E – Exceptions

E1. Exceptions List
When should this SOP not be used.

- When equipment being requested is not considered a primary computing device (ie. iPads, other small tablet devices and/or devices not running Windows or MacOS operating systems)
- Any other exceptions will be considered on a case-by-case basis by TSS Senior Manager and/or TSS Computer Support Coordinator

Section F – FAQ

E1. Frequently Asked Questions
Questions that are frequently asked during or as a result of this SOP.

Section G – Contacts

G1. Contact Information
Specify what next steps/contacts are for SOP outcomes.

- **IT Service Desk Ticket Submissions**: Create ticket at http://helpdesk.fanshawec.ca or by email to itservicedesk@fanshawec.ca
- **TSS Computer Purchase Approvals and Fulfillment Contacts**:
  - Chris Marshall, Computer Support Coordinator – cwmarshall@fanshawec.ca, ext. 3093
  - Anthony Fields, Senior Manager – afields@fanshawec.ca, ext. 4841

Section H – Revisions

H1. SOP Revision Log
Include date, revision submitter/requester and reason.

- **Revision 1**: 2017-08-22 by Anthony Fields – Initial Document Creation