

Policy: Technology procurement

‘Building Digital Capacity’ resources series

A close up of a logo

Description automatically generated A drawing of a face

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| **Resource type:** | **Strategic area:** | **Use it to:** |
| Policy template |  | * Adapt the policy to your CLC and help your centre manage the procurement of software, systems, applications and hardware. |

*Current as of February 2020*

HOW TO USE THIS POLICY

* Copy pages 3 and 4 of this document and use this template as a guide for your organisation, replacing [text in brackets] where applicable (you can do a Find & Replace on ‘[CLC name]’).
* Review the policy content and make amendments as required for your centre. Adjust formatting, title, footer, etc. as needed.
* Once this policy document is completed, share the policy with your users, i.e. staff members as well as volunteers if they access your systems.
* Ensure all your digital and technology-related policies are easily accessible to your users. This could be your local shared drive, your intranet, or any cloud-based document sharing software in use for your centre like Google Drive, SharePoint or Dropbox.
* Ensure all new starters (staff and volunteers) receive a copy of the policy as part of their induction process.
* Finally, ensure the policy’s latest version is distributed when updates are made.

Technology procurement POLICY TEMPLATE

WHAT this policy is for:

This policy describes how information and communications technology (ICT) equipment and systems including software, applications and hardware (as well as free ICT products) may be requested, approved, provisioned and installed for [CLC name]. This includes computer equipment re-use and disposal, and installation or use of unapproved software or hardware.

WHO this policy is for:

All staff, temporary employees, contractors, volunteers and management committee/board members of [CLC name], collectively described as ‘users’.

Who is responsible for what:

* [CLC name] is responsible for providing the appropriate software, applications and hardware to its users.
* Users are responsible for accessing and using the allocated software, application and hardware for work-related purposes and in accordance with ICT policies.
* If users are directly purchasing licenses outside of [CLC name]’s ICT support, these users are responsible for informing [CLC name’s ICT support or office administrator] of the purchased software and license details. [CLC name] is responsible for maintaining a central registry.

The do’s and don’ts:

**Acceptable usage:**

* Users must request their supervisor’s approval prior to requesting new software and hardware. All software and hardware must be purchased either through ICT support or [CLC name’s office administrator or business manager].
* Before requesting a new software or application, users should check with their ICT support or their supervisor which solutions may be already available at [CLC name].
* Where possible, users should use a software or application already available at [CLC name]. If there is no software or application that meets the user’s needs, users should request authorisation from their supervisor.
* Where possible, existing available accounts, licenses or equipment should be reallocated to new users.

**Unacceptable usage:**

* Users may not install or access unauthorised software or applications on [CLC name] owned devices: this also applies to free software or applications. If in doubt, users should contact ICT support or their supervisor to verify authorised products.
* Users may not transfer licenses, accounts or hardware to another user without approval from ICT support and/or their [CLC name’s office administrator or business manager].