CORPORATE HARDWARE FAQ

1	**Starters**	
	I am making arrangements for a new employee.	The manager will need to complete a new user form available on http://itselfservice/portal in the help **yourself** column. This will get the network and email accounts set up. It needs at least 10 days' notice to ensure the accounts are set up and the required hardware is prepared.
	• How do I get accounts set up	
	• How do I get them new kit and who pays	The new user form will ask if a device for the new user will be required. IT Services will provide a suitable device at no cost to the department. This will depend if devices are not available within the department.
	• What kit is given	
	• Employees moving roles within the Authority	If the employee moves to a new role within the Authority, and they feel their existing kit is suitable, they can take it with them to the new role.
	• What is expected during setup	Standard kit that IT will provide at no cost to the department will be a laptop and docking station or PC, 22" screen, laptop bag, keyboard, mouse and connections/cables.
		Additional kit such as Skype Headsets, webcams, Mobile devices, IP Phones will need to be purchased by the department via the Purchasing Portal.
		The new starter will have a site visit by an IT Engineer, where they will have 1.5 hours to install the new hardware.
		The engineer will carry out a standard new kit install checklist with familiarisation with windows 10, how to report an IT fault, data storage, skype, security, etc.
2	**Leavers** Member of staff leaving the Authority • What should happen to the old data, account, hardware and mobile phone	IT Services need to collect the device, erase the data, update the software and prepare the device ready for another employee to use. Please contact IT to get the old equipment collected including mobile phones that are no longer needed. There is no reason to keep hold of the old equipment. For example: keeping it for potential new staff that will require a device in the future. IT Services will provide a device to that new starter when they start at no cost to the department.

3	Redundant hardware	Customers are required to hand over all un-used or redundant IT equipment that they have in storage The reasons are :- ➢ The Authority gets no value from this hardware if it's unused ➢ The hardware will miss all software and security updates, leading to potential security risk to the Authority ➢ These un-used devices still take up valuable software licences ➢ IT Services needs to retain this hardware, to better manage and sustain the Authorities IT hardware replacement programme
4	What is the current standard new computer kit that is currently being offered	Standard Hardware supplied and funded by IT Services - I3 Lenovo laptop, 13" or 15.6" screen Laptop Bag 22" screen Docking station Cabled Mouse Cabled Keyboard Any additional requirement over this standard spec will need to be funded by the department such as higher spec devices, additional screens for dual screen, wireless mice, etc.
5	I have a device that is too big and heavy. Can it be changed for a lighter one with a smaller screen	We can change the device with smaller one subject to availability. IT can exchange the device if there are suitable refurbished devices.
6	I have a laptop with a screen too small. Can it be changed for one with a bigger screen	We can change the device for a larger screen subject to availability. IT can exchange the device if there are suitable refurbished devices.
7	I need a laptop/PC of higher model specification than the standard offering. Who pays	There is the option of upgrading to a higher specification but will need to be funded by the department.
8	I have a faulty device, does it get repaired or get replaced	If the device falls below the minimum spec we would replace this. Minimum spec of motherboards are continually reviewed by IT to run Council systems. If the device is within the minimum agreed spec, we would attempt to repair the equipment.
9	My colleague has had a new device, and I would also like a new one or	IT will evaluate the age of your existing device. If it falls below the minimum spec outlined, we can replace. However, if the device does not, there are 3 options:

	My device is old and slow and I would like a new one.	• You can wait until it's eligible for replacement under the replacement scheme. • Wait until Evaluation by Agile Delivery Project. • Your department can fund the new device, where a cost code will be required from an authorised signatory.
10	My role has changed and needs a different device.	IT Services will exchange the device for an appropriate device using refurbished stock defined by your new role.
11	When will I be visited by agile delivery team? How can I be visited faster?	Departmental Management Teams are prioritising the sequence of the agile ICT rollout within the department. If you have a business need to adopt agile kit in advance of this timetable, then you should ask your line manager to make a request via DMT.
12	If I don't wish to wait until I'm visited by the Agile team to get the Agile hardware, what can I do?	You are able to fund the cost of a new laptop if you wish. There is a possibility your existing hardware may be eligible for replacement under the IT Hardware replacement scheme if it's old. If this is the case, there is an opportunity to replace with a laptop.
13	Grant funded Kit – who pays for replacement? This is including HRA and Pensions, and Libraries.	IT will provide a replacement if the kit is used by a CCC employee and it is due for replacement. At no cost to the department. Even if originally purchased by grant funding.
14	I need a pool laptop to be shared by the team. Pool laptop is faulty.	Customers should have their own device to use. Therefore there should not be a need for pool laptops. If a pool laptop is required, there will have to be a business case submitted via email to be reviewed and discussed.
15	I have student or placement that needs a device	IT will provide them with equipment for the duration that the student is employed. The kit would need to be returned after an agreed return date.
16	PC needs replacing that has several part time employees using it. Can we replace with another PC?	A corporate decision has been made to only procure new laptops as replacements in line with Agile working, however, in these cases, it's best to replace this pc with another up to date refurb pc, than give several people laptops.
17	I would like items as spares such as: Who pays? • spare power pack	Your department pays for these additional items and will be available via the IT purchasing portal.

CORPORATE HARDWARE FAQ

	• spare mouse • spare keyboard • laptop risers • Laptop bag	
18	I would like dual screens, who pays	Your manager would assess whether there is a benefit from a dual screen setup, then makes the decision. Your department would have to fund the additional screen and the dual dock if needed. We can assist in assessing what you would need, such as if the existing dock can support dual screens. Also advise what cables are require. All the things you would need can be purchased by the customer via the IT Purchasing portal.
19	I have a small screen and would like a larger one.	Standard for all customers is 22" screens. If the existing one is below 22", then IT will replaced at no cost to the department (subject to available stock). If you require larger than 22" screen, then a cost code will be required from an authorised signatory.
20	I have windows 7, and would like windows 10.	Windows 10 will have to be installed by 2020. Therefore we will take these opportunities to upgrade the device if it's within our supported device age. We may upgrade your existing device or exchange your device for a similar/equivalent Windows 10 device. All data would be securely wiped.
21	I have both desktop pc and a laptop and have a fault on one of them.	CCC employees should only have one device to work. There should be no reasons to have a desktop PC and a laptop/tablet to work. In line with Agile working, the pc would need to be returned to IT.
22	I have a wireless mouse or keyboard that is faulty, who pays for replacement of non-standard kit.	If item is under warranty, IT will log call with manufacturer to get item replaced under warranty. If out of warranty, your department is to fund replacement of non-standard items.
23	I have lost/misplaced power supply/wireless mouse/laptop bag/mobile chargers – who pays?	For any lost items, your department would have to purchase the replacement via the IT shopping portal or via IT stock and recharge.
24	I'm going on Maternity leave – what should they do with kit, to ensure it's working on return.	Kit should be handed back to IT if nobody is covering the maternity leave. If a temp staff member has been allocated to cover, then that kit can be used by the temp person.

CORPORATE HARDWARE FAQ

25	Is library kit included under IT replacement funding.	All library PC's and screens are included within the IT replacement scheme. However, we are not procuring new PC's, therefore we will replace any failing PC's with an available refurb pc. The library is able to fund a new PC themselves if they wish to have new.
26	I work for NHS but work from a CCC building using CCC hardware. Who supports who pays for replacement if faulty?	Currently, CCC IT support the hardware, however if the machine develops a fault and needs replacing, IT DO NOT replace this kit with another CCC device. The NHS will have to provide the replacement device.
27	I have damaged/lost mobile phone?	Please log a call in self-service to report lost mobile phones so that we can cancel the contract. For damaged mobile phones you are able to take to any independent repairer or purchase a new mobile phone through the Purchasing Portal.