End User Devices for Staff Policy

Section 1 - Purpose

(1) This Policy aims to:

a. Promote the responsible and sustainable use of end user computer (EUC) devices by ACU staff;
b. Support the requsite levels of staff productivity;
c. Reduce device waste and environmental impact by enforcing device life cycles and minimising device replacement;
d. Streamline device procurement and support processes by standardising device models and configurations; and
e. Improve budget predictability and operational efficiency by implementing a centralised device management system.

Section 2 - Scope / Application

(2) This Policy applies to all ACU staff who use devices for work purposes, including laptops, desktops, tablets, and smartphones. This Policy does not apply to other types of devices, such as printers, scanners, or projectors.

(3) This Policy does not cover specialised non-standard devices required as part of a research project or any externally funded projects. Such devices should be approved by the relevant Research Ethics and Integrity Committee and funded by the grant or contract budget. The devices should however still comply with the ACU IT security standards and Information Security Policy, and the Procurement Policy. Additionally, disposal of such assets should adhere to the Asset Management Policy

Section 3 - Policy Statement and Principles

Computer devices

(4) ACU will provide devices via a leasing or subscription service (e.g. Device as a Service) through a trusted provider and will not allow outright purchasing of devices. IT will determine the duration of the device lifecycle, ensuring it is optimised for productivity and performance. At the end of this lifecycle, staff will return their devices, and staff will be provided with a new one.

(5) Staff will be provided with a single recommended computer device and standard workspace technology within ACU offices. Staff will only be able to utilise select devices available through the device procurement process via Service Central.

(6) All staff who are allocated a device will receive a laptop. Desktops will only be provided for use within teaching and learning spaces.

(7) The device provided will be aligned with the University's standard offering with integrated features, such as cameras and headsets, unless a special-order request is approved by a member of the Senior Executive (Management Level 2), as per the Delegations of Authority Policy and Register, an in consultation with IT.

(8) Staff working from home under flexible arrangements are responsible for ensuring their home workspace complies with the Work, Health, Safety and Wellbeing Policy. Any additional equipment needed beyond the device provided by ACU is the responsibility of the staff member.

Mobile Handsets

(9) Staff who require a mobile handset to perform their duties can request a device via Service Central. The request will need to be approved by Member of the Senior Executive (Management Level 2) for the requestor's area, as per the Delegations of Authority Policy and Register.

(10) Staff eligibility for mobile handsets or services is dependent on the role and duties to be performed, for example: after-hours availability, travel, significant time away from desks, or use in teaching and learning environments.

(11) ACU will provide only one standard handset model and data plan.

(12) ACU owned mobile handsets are bound by the ICT Acceptable Use Policy.

(13) The relevant Business Unit Manager is responsible for verifying and authorising payments associated with the ongoing costs of, and accessories associated with, mobile handsets.

Overseas Travel

(14) Staff travelling overseas must seek the consent of their Business Unit Manager when requesting international roaming to be enabled on their mobile handset. Any costs incurred because of the failure to enable international roaming is at the responsibility of the staff member. For travel to locations where security risks are higher, staff may be required to use an alternative means of accessing sensitive ACU information. Staff should seek the most up-to-date advice through Service Central.

General device management

(15) Upon completion of employment at ACU all ACU owned devices and accessories must be returned to the University. Consult Service Central for advice on the current return process.

(16) If a device is lost, damaged, or stolen, the staff member's ACU Department will be responsible for the expenses incurred in replacing or repairing it. In cases where negligence, misuse, or policy violation by the staff member is the cause, the individual may be held accountable for the costs associated with the device's replacement or repair. IT will assess the situation to decide the proper response and will supply a replacement device if required.

Bring your own Device (BYOD)

(17) Staff who bring their own devices to work (BYOD) need to comply with the ICT Acceptable Use Policy, particularly for the security and protection of ACU information.

(18) Staff using personal devices at the University, including mobile phones, do so at their own risk. They must rely on their own insurance for any theft or damage, intentional or unintentional.

(19) The scope of IT support provided for BYOD users is restricted to providing technical advice specific to ACU network and systems, e.g. assistance with accessing ACU email and connecting to the ACU Wi-Fi network.

Section 4 - Roles and Responsibilities

Approval Authority

(20) The Vice-Chancellor and President is the Approval Authority for this Policy.

Governing Authority

(21) The Deputy Vice-Chancellor (Corporate) is the Governing Authority for this Policy.

Responsible Officer

(22) The Chief Information and Digital Officer is the Responsible Officer for this Policy.

Other areas of responsibility:

(23) The Information Technology Directorate is responsible for maintaining the security of the University's network and systems, providing technical support for devices. They are also tasked with regularly updating and enforcing IT policies to protect the University's digital assets and data.

(24) IT Procurement is responsible for facilitating the procurement process and ensuring compliance with the University’s procurement policies and procedures.

(25) Staff are responsible for using their devices in accordance with this Policy and the University's IT policies and procedures.

Status and Details

Status	Current
Effective Date	27th May 2025
Review Date	27th May 2028
Approval Authority	Vice-Chancellor and President
Approval Date	27th May 2025
Expiry Date	Not Applicable
Responsible Executive	Russell Parker Chief Information and Digital Officer
Responsible Manager	Russell Parker Chief Information and Digital Officer
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