Division of ICT Services Information Sheet Hardware Purchases supported by ICT



What Hardware does the Division of ICT Support?

The Division of ICT Services supports computer desktop and notebook (laptop) models and configurations that have been endorsed by the Standard Operating Environment (SOE) working group following USQ governance processes. Requests for approved models with enhanced configurations including additional memory, processor speed or hard drive capacity are consistent with this approach.

What is the SOE Working Group?

The SOE Working Group is chaired by a University academic and comprises representatives from the academic community, professional community and the Division of ICT Services. This group sets the minimum hardware specifications and models for the various desktop platforms supported by the Division. Desktop and notebook platforms include Windows-based and Apple Macintosh computers. The SOE working group reports through to the USQ ICT Strategy Committee.

What if I want to purchase hardware that does not meet the SOE standard?

Requests for configuration and support for a computer brand or model not endorsed by the SOE working group will normally be declined. Prior to submitting your order you should discuss your requirements with an ICT Service Delivery Coordinator. They will be able to make recommendations prior to purchasing in order to determine whether an approved computer brand or model can perform the functionality required. They will also be able to confirm whether Any request to purchase a computer brand or model not endorsed by the SOE working group will only be considered if accompanied by a proposal stating the justification for deferring from the approved models together with an assessment of the impact on ICT support services for that piece of equipment. This request will then be assessed by the Principal Manager Service Delivery in consultation with the client.

What is the Preferred Supplier Arrangement?

The frontend and backend support services of the Division of ICT Services are geared towards achieving maximum efficiencies in customer service. For this reason, the Division has preferred supplier arrangements in place with Tier One hardware vendors such as Dell, Apple and Hewlett Packard. These vendors provide quality products and services with product lifecycles fixed for extended periods, typically 14 to 18 months. The lifecycle period of individual computer models is critical as backend support services are geared to imaging known hardware configurations and delivering software packages and patches for installation. For this reason, the Division recommends and provides support for the purchase of computer models endorsed by the SOE for which computer images have been developed and comprehensively tested.