



The University of Guyana
Tactical Online Services Unit (TOS)
Office of the Vice Chancellor

Laptop/Mobile-Computing Devices Usage & Issuance Policy

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Approval

Vice-Chancellor	Signature	Date
Professor Paloma Mohamed		

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Laptop/Mobile-Computing Devices Usage & Issuance Policy

1. PURPOSE

Laptop computers and mobile-computing devices provide important functionality that enable employees to have computing resource available in the workplace, and as portable alternative to desktops when they are required to work from home, and when they travel on business for the University of Guyana.

2. GENERAL POLICY STATEMENT

As a high performance tertiary level academic institution, the University of Guyana thrives by providing an enabling work environment which allows employees to optimise their potential and contribute meaningfully to the University's mandate, vision, goals and objectives. Given emergent needs, and in keeping with the mandate and vision of the University of Guyana, laptop computers and/or mobile-computing devices (alternatively stated as mobile-devices) are provided to staff to support their work under various modes of operation, including but not limited to, working from home, remote locations and in the office. These devices are intended to be used solely by the employee to whom the laptop or mobile-device is assigned, and because they are considered University property and may contain privileged and/or confidential University information, sharing of these devices is prohibited with anyone, including but not limited to family, friends or other employees.

3. SCOPE

The laptops and mobile-devices that are issued to staff are the property of the University of Guyana. This policy applies to all employees who use laptops/cell phones or other computing devices owned by the University of Guyana to support the execution of their job function. These individuals are hereinafter referred to as "Authorized Users." Each Authorized User of a laptop and/or mobile-computing device is responsible for the security of that laptop/mobile-device, regardless whether the laptop is used at the University's premises, at the Authorized User's

place of residence, or in any other location such as a hotel, conference room and in transit.

4. POLICY

4.1. Requests for Laptop/Mobile-Device

Requests for laptops and/or mobile-computing device can only be made through the Deans of faculties/schools, Directors of institutes and Heads of Administrative Units of the University of Guyana. These requests must be made at an appropriate time during the budgeting process, and are to be in writing to the Executive Director, TOS, and copied to the Vice-Chancellor. All requests require the approval of the Vice-Chancellor, or the Executive Director, TOS, acting on behalf of the Vice-Chancellor. The University Official that makes the request has the burden of responsibility for the verification, validation and assurance that staff who are being recommended for issuance of a laptop/mobile-device meet the eligibility criteria (see clause 4.2).

4.2. Eligibility

Staff eligible for the issuance of laptops and/or mobile-devices include full time Council appointed Statutory Officers, Vice-Chancellor, Deputy Vice-Chancellor, Directors, Deans, Department Heads and Coordinators, Academic Staff, Administrative Support staff and any other staff in need of computing hardware support, for whom a successful case and application is made, and who is given the permission of the Vice-Chancellor of the University of Guyana. The form to be used for request of this support is the IT Services/Investment Request form, which can be found under “General Info & Policies” within HRMIS, and it is to be submitted to the Executive Director at tos-igris@uog.edu.gy.

Full-time students, who can provide evidence of a demonstrated need, may also be eligible for hardware support based on the availability of such devices in the University. The form to be used for these requests is the “Student Laptop Request Form”, which can be found under “General Info & Policies” within SMRS. This form is to be prepared and submitted through the Dean of the faculty in which the student is registered to the Executive Director, TOS at tos-igris@uog.edu.gy.

CONDITION AND PERIOD

Laptop/Mobile-Computing Devices may be leased-to-own over an agreed number of months or can be loaned at no cost for a long or short term as requested.

4.3. Registering a Laptop/Mobile-Device

All laptops and computing devices that are used in the routine execution of the business of the University of Guyana must be assigned to a specific named Authorized User who is responsible for specific tasks. Each Authorized User is required to read and understand the *Laptop and Mobile-Computing Devices Usage & Issuance Policy* (accessible via the University of Guyana website-HRMIS) and to fill out and sign the *Laptop/Mobile-Computing Device Assignment Form* upon uplifting the laptop and/or mobile-device. This form will be maintained by the Client, Core Services and Enterprise Support (CCSES) section within the Tactical Online Services (TOS) Unit, and on a monthly basis, copies of these two (2) forms shall be sent to the *Bursar*, the *Faculty/Institute/School/Unit* as well as the *Personnel Department*, where it will be filed with the Authorised User's staff records; or in the case of students, the Registry where it will be filed with the student's records.

4.4. Using a Laptop/Mobile-Device

University of Guyana laptops must be used only for official business purposes, and only by the Authorized User, in the course of rightful discharge of their duties. University of Guyana laptops/mobile-devices must be used productively, responsibly and ethically, and must not be used for generating, transmitting and/or corresponding anything that is unlawful or abusive.

Authorized Users must not physically alter or make irreversible changes to the laptop/mobile-device; and are expected to be able to produce the laptop or mobile-device upon request by the Executive Director of TOS, Dean, HoD or any authorised official of the University, on the instruction of the Vice-Chancellor, to provide any information regarding the laptop/mobile device and to otherwise assist TOS to confirm an accurate inventory for the University.

4.5. Laptop/Mobile-Device in Office

All laptops/mobile-device must be secured when not in use. In the case of laptops, these must be secured in a locked drawer. If the Authorized User has to be away from his/her workstation, he/she must lock the laptop's working screen. For instance, pressing the Windows key simultaneously with the "L" key will quickly lock the screen. Laptop security locks are also encouraged to prevent unauthorized movement.

4.6. Laptop/Mobile-Device Out of Office

Whenever an Authorized User takes a laptop/mobile-device out of their designated work office, he/she is required to keep the laptop/mobile-device in hand or in sight, or alternatively in a secure and locked location, at all times. It is the complete and total responsibility of the Authorized User to provide for the security and protection of the the laptop/mobile-device at all times.

4.7. Lost or stolen laptops/devices

In the event that an assigned University of Guyana laptop is lost or stolen, the Authorized User must immediately file a comprehensive report stating the time, date, location, and all other relevant details with the nearest Police Station. A copy of this report must be sent to the Tactical Online Services Unit, Deans Office or Director/Head Office where applicable, and the Personnel Department. In the event of any breach of the University's policies and procedures, the University of Guyana will recoup, according to all relevant national laws, the cost of the laptop/mobile-device, from the Authorised User's salary. Otherwise, in the case of students, the University of Guyana will recoup the cost of the laptop/mobile-device from the student's Cautionary Deposit or provisions catered for in the statutory clearance requirements for graduation.

4.8. Damaged laptop/devices

Authorised Users are to promptly report any problems that arise with the laptop/mobile-device to the Deputy Director, CCSES. All arrangements for repairs are to be handled by TOS of the University of Guyana. Authorised Users are neither to attempt to repair nor alter the laptop/mobile-device. If damages can be assessed, due to negligence or beyond legitimate/normal wear and tear, the Authorized User will be liable for the costs.

4.9. Maintenance

Each Authorized Users must have his/her laptop checked by the Infrastructure and IT Services unit (IITS), within the Tactical Online Services Unit, at least once, every six months; so that the latest patches, security holes, upgrade and other software remain current. All issues of hardware malfunction and/or repairs/upgrades are to be reported and handled, at that time, by the Infrastructure and IT Services sub-unit, TOS.

4.10. Data

The Tactical Online Services Unit will strive to preserve all files and data on the laptop/mobile device when performing repairs, diagnostics or examinations. It is ultimately, nonetheless, the responsibility of the Authorised User to ensure the safety of their data. Authorised Users are strongly recommended to keep backups of all important files and data.

Authorised Users are also responsible for the protection of sensitive information of the University of Guyana through the employ of reasonable means. Reasonable means include, but is not limited to, the use of passwords when accessing the device and not leaving the device logged in or screen open when unattended.

When reporting lost, stolen or damaged laptop/mobile-devices Authorised Users are required to provide a listing of sensitive data that may be stored on the lost, stolen or damaged laptop/mobile device.

4.11. Power Protection

Authorised Users are responsible for ensuring that the laptops/mobile-device in their charge is connected to a clean, stable power source in accordance with the manufacturer's specifications (re. guideline provided by TOS – Infrastructure and Student Services) whenever connected to a utility power supply for the purpose of charging or by default, use.

4.12. Installation of unauthorized Software and or Accessories/Devices

Authorized Users are not permitted to install unauthorized accessories/devices and/or software on the laptop/mobile-device that is assigned to them. All Authorized Users must strictly adhere to the applicable Usage and Intellectual Property Rights policies. In the event of any breach, the University of Guyana reserves the right to immediately seize the laptop/mobile-device, and if damages can be assessed the Authorized User will be liable for the costs.

4.13. TOS Contact Information

Authorised Users are required to report problems and requests for assistance in the following ways:

1. Call the Helpdesk of the Client, Core Services and Enterprise Support: +592-624-1368 / +592-624-6214
2. Email helpdesk.tos-ccses@uog.edu.gy

The CCESS is located in the CIT on Turkeyen Campus. Under normal work conditions, this office is opened during official work hours: 8:30 h to 16:30 h Monday through Friday.

4.14. Returning the Laptop

The Authorized User shall return the laptop and/or mobile-device to the University of Guyana,

where they shall be lodged with the Tactical Online Services Unit, in the following situations:

- i. On termination of employment
- ii. Upon request by the Vice-Chancellor, Dean or any other authorised officer, including the Executive Director of TOS, acting on the instruction of the Vice-Chancellor,.
- iii. For the purpose of safe-keeping when a staff proceeds on annual leave.

Laptops/mobile-devices will be inspected upon return by TOS.

4.15. Financial Liability

In the event that the laptop/mobile-device is not returned to the University for any reason when required or if the laptop/mobile-device is returned with damage outside of legitimate/normal wear and tear, the Authorised User will be liable for the cost to repair or replace the laptop/mobile-device as provided for in this policy.

4.16. Terminating the Employment Relationship with the University of Guyana

The Authorized User must return the laptop to the University of Guyana on termination of their employment. As part of the employment termination process with the Human Resources Department, the laptop, keys, and other items issued must be handed over to the Human Resources Department and the return receipt should be presented to the Personnel/HR Department along with all other items required for the final check out. Failure to return the laptop may result in any legal or fiscal action by the University including final payments, such as outstanding salary(ies) being withheld. In that case, the Authorized User will be liable for the assessed value.

4.17. Declaration

All Authorized Users of a University of Guyana laptop must sign a standard declaration to this policy; as acceptance of the terms and conditions. The template is included for ease of

reference below:

STANDARD DECLARATION TO BE SIGNED

**UNIVERSITY OF GUYANA
TACTICAL ONLINE SERVICES UNIT
Office of the Vice-Chancellor**

Staff Information

Full Name:

Faculty / Unit:

Department / Section:

Job Function/Designation:

Contact Information: cell: _____

eMail: _____

Laptop / Mobile-Device Details:

No	Particulars	Serial #	UG Asset No:	Cost (G\$)

Terms:

Staff members are required to use the computer assigned to them in accordance with the Laptop/Mobile-Computing Devices Usage and Issuance policy.

Agreement:

I have read and understood the policy relating to the assignment of a laptops/mobile-computing devices, and hereby state:

1. I agree to be bounded by the terms and conditions for the laptop/mobile-device assigned to me.

2. I further agree to pay in the event there is an assessed cost associated with repairs or replacement due to negligence, incurred beyond normal wear and tear, or due to loss of the laptop/device while in my care and custody.
3. I further accept the laptop/computing-device (see above) being assigned to me on the terms of:
 - a. Lease-to-Own
 - b. Loan at no additional cost to me

Staff Signature

Date:

Handed over by: TOS - CCSES

Date:

Authorised by Head of TOS

Date

Note: The consequential accounting treatment of the assignment of the cost of this laptop will be decided upon by the UG Administration and Bursary.

5. POLICY COMPLIANCE AND MAINTENANCE

5.1. Policy Non-Compliance

Failure to comply with this policy may result in the suspension of any or all privileges of being assigned a laptop/mobile-device, disciplinary action, and possibly termination of employment.

5.2. Policy Maintenance

The Tactical Online Services Unit and the Human Resources Department shall be responsible for the maintenance of this policy.

6. DISTRIBUTION AND TRAINING

The Senior Executives of the University of Guyana shall ensure that all policies are distributed to all staff under their supervision. The Human Resources Officer and the Deputy Director – Client, Core Services and Enterprise Support shall be responsible for devising and implementing such employee training programs, and information as necessary and appropriate to effectively implement this policy and to provide requisite support towards its institutionalisation. All Senior Executives may, at any time, consult with the Executive Director - Tactical Online Services Unit for any distribution and training assistance.

7. OPERATING PROCEDURES

The Tactical Online Services Unit and the Human Resources Department shall adopt such operating procedures to implement this policy as may be appropriate, provided that, such operating procedures are not in conflict with any provision of any other policy and are made readily available to employees. The Human Resource Department may, at any time, consult with the Tactical Online Services Unit for any assistance on developing and implementing operating procedures.

8. EFFECTIVE DATE

October 10, 2020

9. AMENDMENTS

This policy may be amended at any time in accordance with the policy framework of the University of Guyana.

10. REVIEW REQUIREMENTS

The policy will be reviewed as often as is necessary to reflect any change to policy area and issues being addressed. It is mandatory for all staff to review this policy, as the means to being

current with its position and content, at least once per year.