POLICY P5.1.1
ICT EQUIPMENT STANDARDS

ITEM	DESCRIPTION
Version Number	3.0
SOPs	› SOP P5.1.1-1 ICT Equipment Standards
Owner	Executive Director, Infrastructure Service
Contact	Director, Information and Communications Technology (Chief Information Officer)
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1 Purpose

1.1 A higher degree of reliability, security, ease of use, economies of scale and improved service delivery results from the use of standardised Information Communication and Technology (ICT) hardware, software, communications and mobile equipment (ICT Equipment).

1.2 The NSW Rural Fire Service (NSW RFS) recognises that ICT systems are assets that, like other important assets, are essential to its business and consequently need to be suitably protected.

1.3 ICT security is defined as the preservation of confidentiality, integrity and availability of ICT assets, and involves the protection of ICT assets from a wide range of threats. Security of NSW RFS ICT assets will be aligned with P5.1.3 Information Security Management Policy.

1.4 This policy:

    a. Covers standards for new, current and/or replacement hardware, software, communications and mobile equipment; and

    b. Articulates the mandatory controls to be applied by all users of ICT equipment across the NSW RFS.

1.5 All ICT procurement will be aligned with Policy P4.1.3 Procurement .

2 Policy

Equipment

2.1 The selection and procurement of new and replacement ICT equipment should comply with the NSW RFS Technology Standards (among others, the NSW RFS Enterprise Architecture, Government directives, and relevant legislation).

2.2 In some cases there is a genuine requirement for ICT equipment that does not comply with clause 2.1. For exceptions refer to SOP P5.1.1 – 1 ICT Equipment Standards.

2.3 The procurement of all ICT equipment intended for use on the NSW RFS network should comply with NSW Government and NSW RFS standard replacement cycles and Policy P4.1.3 Procurement .

2.4 For the life cycle of the product or service the person arranging procurement of new ICT equipment, software or services must ensure it is accompanied by a support agreement (for example, but not limited to, a warranty) provided by the vendor and/or recommended support representatives. If assistance is required refer to the Service Catalogue to arrange an ICT exception assessment service. New equipment, software or services without a minimum support agreement or exception in place, are not permitted on the NSW RFS network and will not be supported by the ICT Service Desk.

2.5 All computers used on the NSW RFS network must use NSW RFS ICT developed standard operating environment (SOE) and associated licensed software. For exceptions, refer to SOP P5.1.1 – 1 ICT Equipment Standards. Devices connected and used on the guest wireless network are excluded from this clause.

2.6 Non-standard software may be approved for use on the NSW RFS network by following the approved ICT Standards Exception process.

2.7 All ICT equipment will need to be replaced at the 'End of Life' period, i.e. four years for desktops and laptops, and three to five years for other ICT equipment.

3 Related documents

› Privacy and Personal Information Protection Act 1998
› NSW Government Investment Policy and Guidelines, Feb 2014
› NSW Government Procurement Policy Framework
› Department of Finance and Services DP0036 v3.0 Acceptable Use Policy
› Service Standard 1.1.2 Discipline
› Service Standard 1.1.7 Code of Conduct and Ethics
› Service Standard 1.1.14 Personal Information and Privacy
› Service Standard 5.1.3 Communication Systems
› Policy 3.1.1 Communications
› Policy P3.2.4 Working from Home
› Policy P4.1.3 Procurement
› Policy P5.1.2 Acceptable Use of Information and Communication Technology (ICT)
› Policy P7.1.4 NSW RFS Planning and Reporting
› NSW RFS Corporate Plan 2014-2021
› NSW RFS Enterprise Architecture
› NSW RFS ICT Strategic Plan
› ICT Exemption and Exception Business Justification process
› ICT Exemption and Exception Business Justification template

4 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
14 December 2009	1.0	Initial release
2 June 2011	1.1	› Repealed and remade P5.1.1 v1.0 › Reviewed to include addition of clause 3.4
1 June 2016	2.0	› Repealed and remade P5.1.1 v1.1 › Repealed P5.1.3 ICT Security v1.0 and incorporates and updates content › Clauses 2.4 and 2.7 in P5.1.1 v1.1 removed › Clause 2.10 added in ICT Equipment Exceptions › Minor change to ICT Standards Exception Process diagram
30 June 2017	2.1	› Repeals and remakes P5.1.1 v2.0 › Amends clause 2.4

17 May 2019	3.0	› Repeals and remakes P5.1.1 v2.1
		› Change of title from "ICT Equipment Standards and Security" to "ICT Equipment Standards"
		› Content relating to ICT Security removed into reinstated P5.1.3 Information Security Management v2.0 – i.e. title, clauses 2.8 – 2.11, SOP P5.1.1-1 clauses 2.12-2.19, 2.21 of P5.1.1 v2.1.

SOP P5.1.1-1
ICT EQUIPMENT STANDARDS

1　Purpose

1.1　This Standard Operating Procedure (SOP) details the procedures the NSW RFS will implement to ensure standard ICT equipment across the Service.

2　Procedures

ICT Planning

2.1　Staff are requested to engage ICT in the planning and procurement process, as per Policy P4.1.3 Procurement , for all current, new and/or modified ICT equipment, software, and services.

2.2　The procurement of new/modified equipment will be subject to ICT planning, research and testing.

2.3　ICT Management allocates resources in advance for the financial year ahead based on identified projects and requests. Although ad hoc requests may still arise, managers are asked to provide reasonable notice to the ICT Service Desk for any ad hoc requests, e.g. audits and exception reviews.

Online Quotes

2.4　All ICT procurement will be done using NSW Government online quoting system (eQuote) and suppliers must be part of NSW Government pre-qualification scheme(s).

2.5　Any exception to clause 2.4 must be approved, in writing, by the Chief Information Officer and the Chief Procurement Officer.

ICT Equipment Standards

2.6　ICT equipment which has exceeded its useful life and/or no longer complies with the ICT standards should be considered, in planning terms, as a replacement priority.

2.7　ICT equipment will be installed with the NSW RFS ICT Standard Operating Environments (SOE) and the current version of standard software.

2.8　ICT Assets are to be managed in the approved asset management system (currently SAP Enterprise Asset Management).

ICT Equipment Exceptions

2.9　The process for exceptions is initiated by logging a ticket with the ICT Service Desk once the relevant Manager's approval has been granted.

2.10　All approved exceptions will be reviewed periodically by ICT. If necessary any related ICT standards and processes will also be reviewed and updated.

2.11　ICT equipment found not to comply with standards or not covered by an approved equipment assessment may be removed from the NSW RFS' network.

Monitoring and logging

2.12　Use of ICT equipment and systems are monitored and logged by ICT. Refer to Policy P5.1.2 Acceptable Use of ICT for more information.

Validation of access rights

2.13　Access rights will be periodically validated in accordance with Policy P5.1.2 Acceptable Use of ICT and ICT procedures.

Connection to external networks

2.14   NSW RFS equipment is not to be connected to any external network whilst it is simultaneously connected to the NSW RFS network, until a business justification is submitted and approved in accordance with the ICT Exemption and Exception business justification process.

Connection from external networks

2.15   Connection of any external users or ICT systems to the NSW RFS network may only be established if an ICT Exemption and Exception business justification has been submitted and approved in accordance with the ICT exemption/exception process.

Malicious software protection

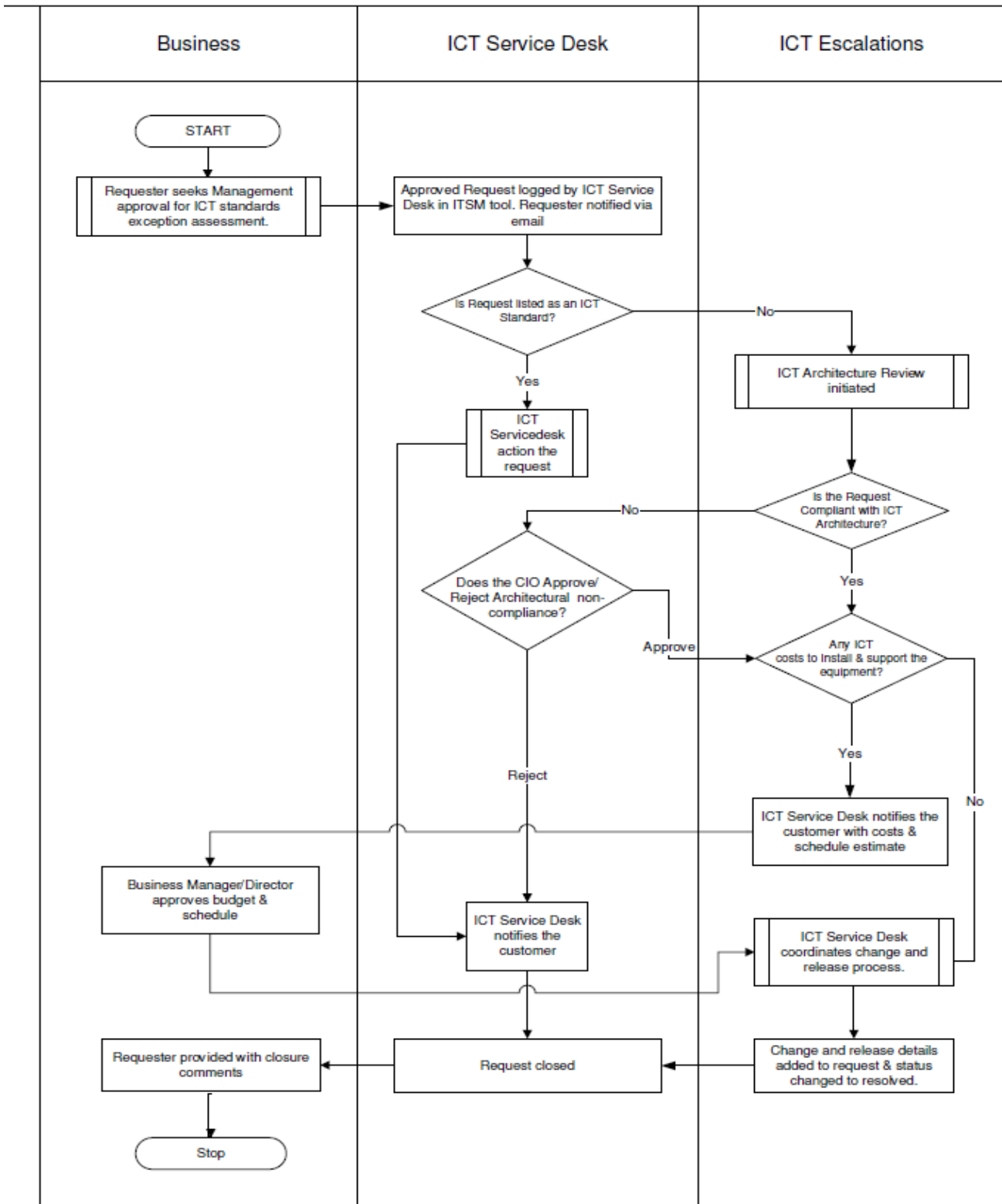2.16   All NSW RFS ICT assets must be protected from malicious software, viruses and other cyber threats. Refer to Policy P5.1.2 Acceptable Use of ICT for more information on how inappropriate use of ICT will be monitored and treated.

Non-compliance with this policy

2.17   Violations of this policy, depending on severity and nature, will be actioned as outlined in Policy P5.1.2 Acceptable Use of ICT.

ICT Equipment Standards Exception Process

ICT Standards Exception Process

Business	ICT Service Desk	ICT Escalations

START

Requester seeks Management approval for ICT standards exception assessment.

Approved Request logged by ICT Service Desk in ITSM tool. Requester notified via email

Is Request listed as an ICT Standard? — No → ICT Architecture Review initiated

Yes → ICT Servicedesk action the request

Is the Request Compliant with ICT Architecture? — No → Does the CIO Approve/Reject Architectural non-compliance?

Yes → Any ICT costs to install & support the equipment?

Does the CIO Approve/Reject Architectural non-compliance? — Approve → Any ICT costs to install & support the equipment?

Reject

Any ICT costs to install & support the equipment? — Yes → ICT Service Desk notifies the customer with costs & schedule estimate

No

ICT Service Desk notifies the customer with costs & schedule estimate

Business Manager/Director approves budget & schedule

ICT Service Desk notifies the customer

ICT Service Desk coordinates change and release process.

Requester provided with closure comments

Request closed

Change and release details added to request & status changed to resolved.

Stop

3   Related forms

›   None