



UNIVERSITY
OF BAHRAIN

IT Equipment Provision

Authority / Owner of Procedure: Information Technology Center

Effective:

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PROCEDURE INFORMATION

Title:	IT Equipment Provision
Procedure Description:	The process of providing appropriate IT equipment (including computers and accessories) for faculty members, administrative staff, computer labs, classrooms, and meeting rooms according to their work requirements.
Procedure Scope:	<input type="checkbox"/> Academic <input checked="" type="checkbox"/> Administrative <input type="checkbox"/> Research <input type="checkbox"/> Student <input type="checkbox"/> General
Procedure Status	<input type="checkbox"/> New procedure <input checked="" type="checkbox"/> Revision of existing procedure
Approval Authority:	University Council
Authority/ Owner of Procedure:	Information Technology Center
Approval Date:	
Effective Date:	
Approval Date of Last Revision:	
Date of Next Revision:	This procedure is reviewed every two years or when necessary
Related Documents:	Standards & Guidelines for Government Personal Computing Purchases

Procedure Stakeholders

- President
- Vice President
- Legal Advisor

- Deans
- Directors
- Faculty members
- Students
- Admin Staff
- All University Affiliates

1 Definitions

Information Technology Equipment:	Hardware devices and peripherals used in the field of information technology. This includes computers, servers, networking devices, storage devices, and other hardware components necessary for the processing, storing, and communicating digital data within an IT infrastructure.
Computer Lab	A facility equipped with computers for academic or university-related use.
Provision of IT Equipment	The process of acquiring, setting up, and distributing computer devices and accessories to end-users based on their needs and work requirements.

2 Procedure Purpose

1. Provide the appropriate computer equipment (e.g., desktops, laptops, accessories) based on the work requirements of faculty members and administrative staff.
2. Ensure that computer labs are equipped with suitable devices according to their academic needs.
3. Improve user satisfaction by ensuring the timely and efficient provision of IT equipment.

3 Procedure Scope

This procedure is applied by the Information Technology Center, in coordination with the Purchasing Department, Finance Department, and Assets Department, to facilitate the provision of IT equipment to all relevant university entities, including faculty members, administrative staff, computer laboratories, classrooms, and meeting rooms.

4 Stages of the Procedure and Basic Requirements

1. Request Submission (College/Department/Center):

- A request for a new or replacement computer must be approved by the relevant Dean, Head of Academic Department, or Director.
- The approved form should be submitted through the university's Correspondence Management System (CMS) (<https://cms.uob.edu.bh>).

2. Review request (IT Center – Technical Support Section)

- The Head of the technical support section reviews the request and forwards it to the technical support specialist

3. Verification and Categorization (IT Center – Technical Support Section):

- The IT Center verifies the request and categorizes it as either:
 - **New Device Request:** Included in "New Applications" and specifies the user's needs.
 - **Replacement/Maintenance Request:** Inspection of the current device to determine if it requires repair, upgrade, or replacement.

4. Device Assessment and Action:

- The technical support specialist assesses the current device based on the e-Government standards and guidelines for device replacement. Depending on the evaluation, the device will either be fully replaced or upgraded (e.g., hard drive, memory).

5. Procurement Process Initiation (IT Center – Technical Support Section):

- All requests are consolidated and sent to the Purchasing Department, including detailed specifications for new devices, updates, or replacements.
- 6. Procurement and Financial Approval (Purchasing Department & Finance Department):**
- The Purchasing Department reviews the requests and determines the purchasing method (e.g., central bidding for standard specs or tender for specialized needs).
 - Quotes are obtained, and financial approval is sought from the Finance and Budget Department before proceeding.
- 7. Purchase and Delivery Finalization:**
- Upon financial approval, purchase orders are issued, and contracts are signed with suppliers.
 - The devices are delivered to the Assets Department for reception and inspection against the purchase order specifications.
- 8. Inspection and Distribution (Assets Department & IT Center):**
- The IT Center inspects the devices for compliance with the requested specifications.
 - A distribution list is prepared, devices are tagged, recorded in the asset management system, and delivered to the end-users.

5 Roles and Responsibilities

Step	Procedure Step	Responsible Unit	Responsibility
1	Request Submission	Relevant College/Center/Department	Dean/Head/Director
2	Request review	IT Center - Technical Support Section	Head of Technical Support

3	Verification & Categorization	IT Center - Technical Support Section	Technical Support Specialist
4	Device Assessment & Action	IT Center - Technical Support Section	Technical Support Specialist
5	Procurement Process	Purchasing Department	Head of Contracts & Tenders
6	Financial Approval	Finance Department	Budget Division Employees
7	Receive Devices	Assets Department	Head of Receiving & Coding
8	Inspection	IT Center - Technical Support	Technicians
9	Device Distribution and Delivery	Assets Department	Assets employees

6 Contact Information

For further assistance with implementing this procedure, please direct any related questions to the Technical Support section at <https://helpdesk.uob.edu.bh>