

## ROTHERHAM BOROUGH COUNCIL REPORT

<b>1. Meeting:</b>	<b>Deputy Leader Delegated Powers</b>
<b>2. Date:</b>	<b>December 2nd 2014</b>
<b>3. Title:</b>	<b>Updated Computer Re-Use Policy</b>
<b>4. Directorate:</b>	<b>EDS</b>

### **5. Summary**

This document sets out Rotherham Metropolitan Borough Council's proposed policy towards computer hardware disposal and re-use. It is proposed that when a computer becomes surplus to requirements it can be bought by Members or officers for personal use or donated to community groups.

### **6. Recommendations**

**The Deputy Leader is asked to:**

- **Support the proposal to allow for the sale or donation of surplus computers and the inclusion of a contract setting out the responsibilities for each party.**

## **7. Proposals and Details**

In April 2008 SLT approved a new RMBC hardware re-use policy which prevented surplus RMBC equipment being sold to Members or officers for personal use or being donated to community groups.

At that time the number of people employed by the Council was still increasing year-on-year and, as such, it was rare for computers to become surplus as they could generally be re-used internally. The situation in 2013 is that the Council's headcount is now reducing and this tends to liberate computers for which we do not have a use.

A further barrier to re-use of computers in 2008 was the complexity introduced by the nature of the Council's outsourced ICT provision. RBT had resisted offering machines for re-use and previous attempts to agree commercial terms on this topic had been unsuccessful.

In May 2013 the Corporate ICT, Information Governance and Web Strategy Board agreed to begin to offer computers for re-use and a proposed policy was approved by the Board (see Appendix 1).

In the period since May 2013 RMBC has sold or donated 137 laptops, the vast majority of these having being donated to community groups or schools. Whilst this has been beneficial for the recipients of the laptops it has become burdensome for Corporate ICT because the recipients have an expectation that the laptops will be supported by RMBC indefinitely.

Corporate ICT does not have the resources to support donated equipment post-donation. It is now necessary, therefore, to ask recipients to agree to a 'contract' before machines are delivered. The Board is asked to approve the wording of the contract set out at Appendix 2.

## **8. Finance**

This proposal is cost-neutral to RMBC – we will recover our costs via the charge to Members/officers for this equipment.

## **9. Risks and Uncertainties**

There is a risk that sensitive information stored on computers is not properly removed. This is mitigated by the hard-drive cleansing processes already in place.

There is a risk that 'after sales' support for ex-RMBC kit becomes overly burdensome for Corporate ICT. This is mitigated by adopting a strict policy of not supporting this kit after it has passed out of RMBC ownership.

## **10. Policy and Performance Agenda Implications**

None.

## 11. Background Papers and Consultation

- RMBC ICT Strategy (2011 to 2015)

## 12. Contact Names:

Richard Copley, Corporate ICT Manager

Tel 54525

[richard.copley@rotherham.gov.uk](mailto:richard.copley@rotherham.gov.uk)

## Appendix 1: RMBC Computer Equipment Re-use Policy

RMBC computer equipment may be offered for sale or donation at the discretion of the Director with responsibility for RMBC's ICT function. This is limited to laptops (and other portable computing devices), desktops, mice, keyboards and monitors.

The following conditions apply:

- **Surplus equipment must exist** – whilst ever equipment can be re-used by the Council it will not be available for sale to Members/officers or donation to community groups.
- **Price** – Any residual value will be recouped, as will RMBC's costs, including labour. Where an item is donated rather than sold RMBC will not charge for the equipment but reserves the right to cover its labour costs. The indicative prices for each item are as shown below (prices will vary depending on the age of the equipment):
  - Laptop - £120
  - Desktop - £50
  - Mouse - £3
  - Keyboard - £5
  - Monitor (assumes 19") - £30
  - Other kit – price on application
- **Warranty/Support** – RMBC does not have the resources to offer free 'after sales' support or guarantees on any hardware it supplies to third parties. All ex-RMBC hardware is supplied without guarantees and with no offer of support from the ICT function. The exception to this is where the recipient of the equipment has agreed a separate (chargeable) support contract with RMBC.

- **Software** – All software will be removed from the devices before delivery. Computers will be restored to the OEM (Original Equipment Manufacturer) version of the operating system (OS). The Microsoft Office suite is licenced for RMBC use only and will be removed. It is the new owner’s responsibility to source and install all software over and above the OEM OS – RMBC cannot assist with this.
- **Security** – we must ensure that all old equipment has the data stored on it ‘wiped’. RMBC will securely erase all data before the machine passes out of RMBC ownership.

## **Appendix 2 – support contract**

### **Rotherham MBC IT Support Contract**



#### **Scope:**

This IT support contract outlines the responsibilities of both RMBC and [3rd Party] with regards the provision of laptops and other IT equipment provided free of charge.

**NB: RMBC can support donated equipment past the 7 days specified in this contract only on the negotiation of a separate (chargeable) support contract with RMBC. Please contact us if you would like to arrange such an agreement.**

#### **Parties:**

This IT Support contract is between:

<b>Rotherham MBC</b>	<b>[The 3<sup>rd</sup> Party]</b>
Riverside House Main Street Rotherham South Yorkshire S60 1AE  Contact: <a href="mailto:ServiceDesk@rotherham.gov.uk">ServiceDesk@rotherham.gov.uk</a>	

#### **Dates:**

This contract begins on the date of delivery\collection and will run for a period of 7 working days from delivery of the equipment to [3<sup>rd</sup> party].

## Equipment and Services covered:

This contract covers the equipment, software and services listed in the table below. This list may be updated at any time, with agreement from both parties.

Hardware		
Item Type \ Model	Serial Number	Windows Product Key
Services		
Rotherham MBC will provide support for the equipment for 7 working days following delivery. Any faults, problems or queries should be directed via email to <a href="mailto:ServiceDesk@rotherham.gov.uk">ServiceDesk@rotherham.gov.uk</a>		

## Exclusions:

As this IT Support contract is written in a spirit of partnership, Rotherham MBC will make the best-possible efforts to provide support and rectify problems as requested. However, this agreement only applies to the equipment listed above.

Additionally:

- This contract does not cover problems caused by using the equipment in a way that is not recommended.
- If the [3<sup>rd</sup> party] has made changes to the configuration of the equipment this agreement may not apply.
- If the [3<sup>rd</sup> party] has prevented the supplier from performing required maintenance there may be a delay in resolving issues.

## Responsibilities

### Rotherham MBC responsibilities:

Rotherham MBC will:

- Wipe all Rotherham MBC data from donated laptops.
- Install the original Microsoft Windows OEM shipped with the laptop.
- Install the latest Service Pack
- Install latest Windows updates

- Install the latest version of Internet Explorer.
- Install Google Chrome browser.
- Install Microsoft Security Essentials. This free software helps guard against viruses, spyware and other malicious software.
- Install Open Office. Click on the following link for software information.  
<https://www.openoffice.org/>
- Install Adobe Reader
- Remove the BIOS password set for Rotherham MBC.
- Advise the 3<sup>rd</sup> party where and when the equipment can be picked up from at a date\time mutually agreed.
- Provide support for 7 working days as outlined in this contract.
- Provide best endeavours to resolve any faults or problems in a timely manner.

### **[3<sup>rd</sup> Party] responsibilities:**

- To collect the equipment at a location and at a date\time agreed by both parties.
- To test all equipment as soon as possible.
- Email [ServiceDesk@rotherham.gov.uk](mailto:ServiceDesk@rotherham.gov.uk) with any faults, problems or queries within 7 working days of delivery.
- Return the equipment to Rotherham MBC should any faults or problems arise within the 7 working day period.
- Agree that once the 7 working day period has expired then Rotherham MBC takes no responsibility over the donated equipment.
- Agree to conform to the Governments Waste Electrical and Electronic Equipment (WEEE) regulations at such time as the equipment is no longer required. Please click on the following link for the Government guidance notes:  
<https://www.gov.uk/government/publications/weee-regulations-2013-government-guidance-notes>

## **Signatures**

This IT agreement is agreed between Rotherham MBC and [3<sup>rd</sup> Party]:

Signed on behalf of Rotherham MBC:

Name:

Position:

Date:

Signed on behalf of [3<sup>rd</sup> Party]

Name:

Position:

Date: