

Juilliard

Title:	Juilliard Information Technology Procurement Policy
Policy Owners:	Department of Information Technology Department of Finance and Administration
Contact Information:	IT Department Room 226 Main Building (212) 799-5000, ext. 582 cyoung@juilliard.edu
Applies to:	All Members of the Juilliard Community who utilize Juilliard-issued IT equipment
Effective Date:	January 1, 2019 Last updated September 1, 2020

Introduction

The Juilliard Information Technology (IT) Department has established standards for procuring, configuring, installing and decommissioning desktop software, operating systems, computer network equipment, computer hardware and peripherals (e.g., printers, copiers). This standardization is essential to an effective, efficient, secure and cost-effective IT operation, as it promotes quality service and enables the School to reuse viable equipment and leverage economies of scale.

The most significant benefits of standardization include:

- Ensuring familiarity with hardware and peripherals, thereby accelerating trouble shooting efforts and Service Desk ticket resolution.
- Stocking standard spares and parts to reduce technology down time.
- Centralizing installations so that equipment set-ups can be planned and coordinated by experienced engineers familiar with the Juilliard IT network.
- Exploiting the economic and operational advantages associated with purchasing identical versions of the same technology in large quantities.
- Enforcing security governance to ensure software and systems comport with the Juilliard Information Security and Governance Policy as well as security technology standards and best practices.

This policy specifies the procedures required to achieve these benefits and to ensure the purchase, installation, maintenance and decommissioning of IT equipment and software is appropriately managed.

IT Equipment and Software: The Standard IT Setup

- Each Juilliard IT user is issued equipment and software that is designated as the Standard IT Set-up, which consists of the following:
 - One (1) desktop
 - One (1) IP phone
 - One (1) monitor
 - One (1) Office 365 license
- If a piece of equipment or software included in the Standard IT Setup is no longer functional, the user to whom that equipment has been assigned will receive an equivalent hardware or software replacement by the IT Department. See the section below on ordering instructions.

Ordering, Purchasing and Installing IT Equipment and Software

- The purchase of **any** non-standard IT equipment or software that stores, processes and/or transmits Juilliard information or is installed on a Juilliard-issued device must be coordinated in advance with the IT Department prior to purchase and/or installation.¹ The IT Department is responsible for the performance and security of the School's IT environment. Therefore, it is the sole authority in determining the technology used in that environment.
- IT budgets are formulated with the expectation that some fraction of existing equipment included in the Standard IT Setup will need to be replaced each year. Individuals with these types of *ad hoc* requests should submit a Service Desk request via email to servicedesk@juilliard.edu and briefly explain the reason for the request.
- Departmental requests for both standard and non-standard IT equipment and software that are intended for inclusion in the annual budget submission should be submitted to the IT Department by February 1 (i.e., in advance of the budget cycle) so these requests can be reviewed by IT and incorporated into its budget proposal for consideration in the School's budget review and approval process.
- If a Juilliard IT user requires IT hardware or software not included in the Standard IT Setup, and which has not been pre-approved during the budget process, the user must make such requests via the following process:

¹ Exceptions are personal mobile devices to which a Juilliard email account has been added.

1. Submit a request to the IT Department via the Service Desk (servicedesk@juilliard.edu). The requester should specify the business case for the software or equipment being requested and obtain sign-off from his or her Department Head. Note that all software or equipment must comport with specified security and technical requirements as articulated in Section V entitled, "IT Equipment and Software Installation and Configuration Requirements."
 2. The IT Department in coordination with Finance will determine if the request will be approved. If the request is denied for reasons of funding availability, the requester may resubmit the request during the following budget cycle.
 3. If the request is approved, the IT Department will order, purchase and install the requested software or equipment.
- A standard model mobile phone has been selected for use by Juilliard employees to whom such phones have been assigned. If you have been approved for a Juilliard mobile phone, check with the IT Department regarding the latest approved model.
 - Network printers assigned to departments should be used by individual IT users. Requests for individual printers should be made via the process for requesting non-standard equipment as specified above.
 - Large printers and copiers that are shared by many users are purchased and maintained by Facilities.
 - Items that interface or support IT devices but do not store, process or transmit information and do not require maintenance, e.g., adapters, power cords, etc. do not require IT Department approval, and should be purchased directly by individuals or Departments or requested from the IT Department via the submission of a Service Desk ticket (servicedesk@juilliard.edu).

Juilliard-Issued Cell Phones

Juilliard will issue a cell phone to certain members of staff and will cover expenses related to that phone's usage. The expectation is that this phone will be used primarily for Juilliard business and that individuals will act reasonably and responsibly when using this device as well as comply with the School's information security policies.

The IT Department has established a standard make and model smart phone and this phone is the only one supported by the School. The following are the criteria used to determine if an individual qualifies for a Juilliard-issued cell phone:

- A full-time Juilliard staff member **and** approval by the relevant Department Head.

- Ongoing requirement for out-of-hours response/availability **or** significant sensitive/confidential work conducted out of the office **or** a frequent traveler for Juilliard business.

If a Juilliard-issued cell phone is damaged, lost or stolen it must be reported immediately to the IT Department. *Note there should be no expectation that personal information stored on a Juilliard-issued cell phone will be backed up or preserved in the event that phone is damaged, stolen, lost or otherwise compromised.*

Exceptions to the Information Technology Procurement Policy

- As noted previously, exceptions to purchasing and/or installing IT equipment or software not included in the Standard IT Setup requires pre-approval by the relevant Department Head accompanied by a brief, written justification for the exception.
- Pre-approval by the IT Department is also required before purchasing and/or installing non-standard IT equipment or software.

IT Equipment and Software Installation and Configuration Requirements

- All software applications purchased by Juilliard must integrate with the School's enterprise identity and access management solution (Okta) unless a valid technical or operational reason precludes such integration (as determined by the IT Department) and/or there is a critical business need for that specific software product.
- No equipment or software may be installed on Juilliard IT devices or plugged into the Juilliard IT network without prior approval by the IT Department.
- All Juilliard-purchased IT equipment connected to the IT network or software installed on a networked device must be installed and/or configured by a member of the IT staff unless such devices have been explicitly exempted from this requirement by the IT Department.

IT Equipment Transfer, Reclamation and Decommissioning Requirements

- Juilliard-purchased IT equipment must be reclaimed by the IT Department when the designated IT user is no longer employed or affiliated with the School. This equipment will appropriately sanitized and repurposed for use by other users based on the needs of the School.
- Juilliard-purchased IT equipment may not be transferred to another employee or Juilliard affiliate without pre-approval by the IT Department.

- Juilliard-purchased IT equipment that is no longer functional or no longer of use must be returned to the IT Department where it will be repaired, redistributed or properly/securely decommissioned and disposed of.

Questions

- Questions regarding specific equipment requests, purchases and/or the Juilliard Procurement Policy may be directed to the IT Department in Room 247, via email at servicedesk@juilliard.edu or by phone at X7121.