

## POLICY - STANDARD OPERATING ENVIRONMENT (SOE)

<p><b>1. Policy Statement</b></p>	<p>It is the policy of SAE Institute Pty Ltd trading as SAE to provide computer resources to employees and campuses to be used for teaching, learning, research and administration. To fulfil their duties, academic and administration staff as well as students rely on having access to functional, effective, reliable and current IT services. This represents a major investment by SAE in computer hardware, software and support services. Without standards applied to operating environments for approved major computing platforms used within SAE, the result would be considerable diversity, potential confusion, and difficulty in the provision of effective support. A Standard Operating Environment (SOE) policy provides a framework for minimising IT hardware and software acquisition costs across SAE and also assures a high level of support for architecture and software.</p>
<p><b>2. Purpose</b></p>	<p>The objective is to ensure that highly functional, reliable and up to date services are available to staff and students in a cost effective way. A Standard Operating Environment (SOE) is the recommended and supported set of standard architecture, hardware and software to be used for computers within SAE. There are many benefits associated with a supported SOE including:</p> <ul style="list-style-type: none"> <li>• A standard user interface wherever a user is logged in;</li> <li>• A clear framework for IT staff to implement and support hardware and software;</li> <li>• Minimisation of the time taken to install and roll out new computers;</li> <li>• Expediting the resolution of issues with existing computers and software;</li> <li>• A stable desktop environment for staff to maximise productivity;</li> <li>• Economies of scale resulting in lower capital purchase costs and reduced deployment costs;</li> <li>• Creation of a framework to ensure compatibility for the implementation and ongoing support of new software developments;</li> <li>• Minimising the time taken to deploy and configure a new computer;</li> <li>• Centralisation of ITS support desk functions.</li> </ul>
<p><b>3. Scope</b></p>	<p>This policy applies to all campuses and individuals that install, operate and maintain information resources, and to all desktop and laptop computers used within SAE.</p>
<p><b>4. Associated Policies and Procedures</b></p>	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> <li>• Change Management Policy</li> <li>• Software and Hardware Acquisition Procedure</li> </ul>
<p><b>5. Associated Documents</b></p>	<p>This policy should be read in conjunction with the following documentation:</p> <ul style="list-style-type: none"> <li>• SOE Approved software list</li> <li>• SOE Approved Hardware list</li> </ul>
<p><b>6. Policy</b></p>	<p><b>6.1 Introduction</b> This policy applies to all desktop and laptop computers used within SAE.</p> <p><b>6.2 Development</b> <b>6.2.1</b> Central IT Services are responsible for maintaining this policy and defining the recommended optimum hardware specifications for SOE components.</p> <p><b>6.3 Testing</b> <b>6.3.1</b> Central IT and Local IT Services are responsible for ensuring the effective testing of software and hardware across all Standard Operating Environments; <b>6.3.2</b> All testing will be conducted on recommended hardware specifications as defined by Central IT Services.</p> <p><b>6.4 Hardware</b> <b>6.4.1</b> Central IT Services will maintain a list of hardware standards including models and minimum configurations for desktop and laptop computers, printers, routers, switches, servers.</p>

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### 6.5 Software

**6.5.1** The designated platform for provision of standard desktop software services will be the Apple OSX operating system. A Standard Operating Environment (SOE) definition will be maintained for the Windows operating system.

**6.5.2** Central IT Services with consultation from the National Academic Coordinator and Campus Academic Coordinators are responsible for the definition of the Standard Operating Environments for each platform.

**6.5.3** Where it is consistent with divisional responsibilities, The IT Manager and Central IT Services will be responsible for software licensing for products listed in the Standard Operating Environment.

**6.5.4** A complete list of all approved Standard, Corporate and Optional System Applications and hardware will be available from Central IT Services and will be made available through electronic means and publicised in appropriate institution forums.

### 6.6 Deployment

**6.6.1** Central IT Services are responsible for ensuring effective installation of the nominated default SOE on workstations prior to delivery. This includes user accounts and software auditing applications as well as remote monitoring access.

**6.6.2** Laptops that are the property of SAE Institute Pty Ltd will also normally require the SOE to be installed by Central IT Services prior to being assigned to an employee.

**6.6.3** The base SOE is determined by the target SAE campus and the subjects/programs to be taught.

### 6.7 Maintenance

**6.7.1** Central IT Services and Local IT Services are responsible for the continuous maintenance of SOE components through 'minor' version updates and patches as required.

**6.7.2** A summary of revisions of the SOE will be publicised by Central IT Services and any updates required or recommended will be made available for download.

**6.7.3** The following must be approved by Central IT Services prior to development and/or implementation:

- Major updates to SOE components (including operating system or functionality changes, introduction or removal of SAE Institute Pty Ltd standard software).
- Changes to the minimum hardware specification.

### 6.8 Communication

**6.8.1** SOE management activities are to be communicated to all employees (including all employees and individuals involved in IT services) via email and appropriate forums. These will include:

- Current component operating systems, applications and version numbers;
- Management Team documents;
- Service desk for requesting specific changes to future revisions of the SOE.

## 7. Records

1st February	2011 policy implemented (approved by CEO & Managing Director)
17th April	2013 procedure developed by J. McCleery, IT Manager Approved by J. Anthonysz, Chief Executive Officer
17th April	2014 procedure to be reviewed

Prepared by : Jemma McCleery, IT Manager  
 Authorising Officer : Joseph Anthonysz, Chief Executive Officer  
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