

Victoria Police Manual – Procedures and Guidelines

Obtaining IT equipment and services

Source Policy

These Procedures and Guidelines support and must be read in conjunction with the following:

- VPMP IT equipment and software
- Standards for Victoria Police Law Enforcement Data Security
- [Police Regulation Act 1958](#)

Application

Procedures are provided to support the interpretation and application of rules and responsibilities. They include recommended good practices and assessment tools to help employees make lawful, ethical and professional decisions. Employees should use the **Professional and ethical standards** to inform the decisions they make to support interpretation of Procedures.

Procedures are not mandatory requirements on their own. However, where rules and responsibilities state that employees must have regard to Procedures, the Procedures must be used to help make decisions in support of the rules.

Procedures and Guidelines

1. Requesting IT equipment or services

1.1 *Request Form*

- Authorised IT hardware, software and services available for order by Victoria Police Employees are listed on the IT Catalogue.
- Requests for IT hardware, software or services as listed on the IT Catalogue must be made using the IT Service Request (SR) [Form 1234].
- Certain items listed in the Victoria Police IT Catalogue under 'Minor Items' can be purchased directly using local purchasing processes.

1.2 Requesting services not listed on the IT Catalogue

- Requests for IT hardware, software or services outside of those listed on the IT Catalogue must be discussed with your Business Engagement Manager before a request is made using the IT Service Request (SR) [Form 1234]

1.3 Submitting the Request

- Submit the SR through your appropriate financial delegate (usually a business manager). The total cost must be approved from a financial audit perspective.
- This process will automatically progress to the next step when the SR has been completed with the financial delegate details. The form will generate an email with the SR attached which is forwarded to your financial delegate for consideration/approval.
- The SR will then be considered by appropriate IT work groups for approval and ultimate supply.

1.4 Supply of Printer Consumables

- Printer consumables, such as toner are not supplied under any service agreement and can be purchased separately, using local purchasing processes.

2. Processing the Request

2.1 Acknowledging and Recording the Request

The IT Service Request Centre record the SR in the SR tracking system. The requestor is then sent a SR number that enables the request to be tracked.

2.2 Request for Quote

Where a quote is required, follow the SR process. You are required to enter a work centre number. Once you receive the quote you are not obliged to proceed and can elect to stop the request at this stage.

2.3 Testing of Software

Any software that is not packaged may require testing for its compatibility with Victoria Police's desktop environment. Contact the IT Service Design Division, Infrastructure Department for advice regarding certification, costs and possible risks.

3. Implementation of Request

3.1 Commencement

All approved SRs are managed by IT Service Design and IT Service Delivery, Infrastructure Department.

3.2 *Delivery of Equipment or Service*

IT Service Design and IT Service Delivery, Infrastructure Department provide and coordinate the delivery of the equipment or service through the vendor.

3.3 *Completion of work*

- IT Service Request Centre notifies the requestor when work is completed. The requestor should review the work and, if satisfied, sign off upon its completion.
- Where the work has not been completed satisfactorily, the requestor should contact IT Service Request Centre, or alternatively speak to their nominated Business Engagement Manager.

3.4 *Costs*

Costs incurred from equipment and services obtained via the SR process and/or outside the scope of an IT Services Contract are recoverable from the relevant Work Unit. For applicable charges refer to the [Victoria Police IT Catalogue](#).

Further Advice and Information

For further advice and assistance regarding these Procedures, contact your Work Unit Manager.

Update history

Date of first issue	22/02/10	
Date updated	Summary of change	Force File number
13/08/2012	Amendments have been made to update the process for IT service requests following recent organisational changes.	073904/12