



IT EQUIPMENT REQUEST & USAGE PORCEDURES

EDA COLLEGE

Introduction

The EDA College IT Asset and Equipment Policy outlines the procedures for requesting and utilising IT resources, including hardware and software. This policy ensures the efficient management and equitable distribution of resources among staff members.

EDAN Online Platform

Accessing EDAN

All requests for IT assistance and equipment must be submitted through the EDAN online platform.

Staff members should log in using their EDA credentials at <https://www.edacollege.co.uk/staff-area/>.

Types of Requests

IT Support and General Queries: Request troubleshooting assistance and submit general IT-related questions.

Equipment Booking: Request access to recording cameras, laptops, computer systems, and hardware peripherals such as mouse, keyboards, phone extensions, and headphones.

Software Installation: Request installation or access to specific software needed for academic or administrative tasks

Policy Requirement

Only requests submitted via the EDAN platform will be entertained by the IT Helpdesk. This policy ensures accurate tracking and prioritization of requests.

Specific Equipment Usage

Recording Camera

Booking and Collection:

Cameras must be booked at least 24 hours in advance of the event or presentations using the EDAN platform.

Collect the camera from the IT Helpdesk located in the staff room on the 16th floor with your booking confirmation.

Same-Day Return:

Return the camera to the IT Helpdesk on the same day as the event to ensure availability for other staff members.

Data Management:

The recorded data will be accessible through a shared folder. Staff will provide IT Helpdesk (itsupport@edacollege.co.uk) with edit access for data transfer.

Confirm receipt of the data by replying to the confirmation email from the IT Helpdesk.

Data must be collected within 24 hours, as cameras are formatted after this period to prepare for subsequent bookings.

Other IT Equipment

Booking and Collection:

Use the EDAN platform to request laptops, computer systems, or peripherals needed for academic or administrative purposes.

Equipment requests should specify the duration and purpose to ensure appropriate allocation and availability.

Return:

Equipment must be returned in good condition and by the agreed-upon deadline. Prompt return is necessary to maintain availability for other users.

Technical Support:

For assistance with equipment operation or setup, contact the IT Helpdesk via itsupport@edacollege.co.uk. Staff are available to provide support and ensure smooth operations.

Compliance and Enforcement

Adherence to this policy is essential for maintaining an organized and efficient IT environment. Non-compliance may result in restricted access to IT resources or delays in service.



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Contact Information

IT Helpdesk:

Email:

IT Helpdesk: itsupport@edacollege.co.uk

Phone:

IT Helpdesk: [+44 330 088 0332](tel:+443300880332) Ext: 7

EDA Platform:

College VLE: <https://vle.edacollege.co.uk/login/>

EDAN: <https://e-dan.edacollege.co.uk/login>

Version Control

<i>Version</i>	<i>1.1</i>
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<i>Policy owner</i>	<i>Principal</i>