

Incubator Loan Equipment and Services Policy and Procedure

1. Purpose and Scope

The purpose of this policy is to provide a procedure for supplying incoming Incubator Program participants with loan equipment and/or network services and to clearly communicate the terms and conditions.

This policy applies to the IT team.

2. The Policy

AIE supports Incubator Program participants by supplying loan equipment and/or network services. This upholds AIE's goal of fostering and cultivating the video games and interactive content industries.

3. Implementation

The Board of Directors is responsible for the approval of this policy after it has been drafted or reviewed by the Chief Technology Officer.

The policy is to be implemented via induction and training of staff and distribution via the AIE Intranet and other publications as required.

Administration and processing of any loan equipment and network service requests is processed by the IT Service Desk by 5 business days after a fully formed Purchase Request is submitted.

4. Procedure/s

At the end of December each year, the IT Department organises Best Effort Equipment to be made available to Incubator Program participants within AIE's Service Level Agreement (SLA). This is done after acceptance into the program, a Purchase Request has been submitted and where Incubator Facilities and Services are provisioned.

Equipment is not provided with any educationally licensed software or an operating system and the participant is solely responsible for software licensing. The IT department maintains and repairs any failed components within a reasonable timeframe once the participant notifies the IT Service Desk.

The equipment is made available for a fixed period of up-to 12 months, after which time there are 3 available end-of-term options:

- a. Return the equipment and all original items and components by the Return Date as specified on the original *Incubator Program Loan Equipment Form*

- b. Purchase of the original items and components at an agreed fair market value as assessed by the IT Department and their sale information provided to Accounts so that the equipment can be written off. The equipment should be removed by the IT Department from the asset register.
- c. Extension of the current loan for a further fixed term as agreed by the Head of School by forming a new loan agreement.

4.1. Authorised Manager (Including Game Plus Community Manager)

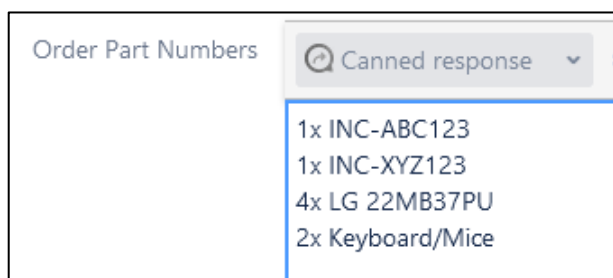
The Authorised Manager confirms acceptance of the participant in the Incubator Program and undertakes the following:

- a. Determine number of PCs, monitors and peripherals required and seek relevant approval.
- b. Submit an [Incubator Loan Request](#), including the following information:
 - I. Incubator Participant's Full Name or Company Name and
 - II. What existing Incubator facilities this loan and services request is for
 - III. The quantity of PCs, monitors and monitor/mice being requested for loan.

4.2. IT Service Desk

When an Authorised Manager submits the above form, the IT Service Desks begins processing the request through the following steps:

- a. Assign the 'Reporter' of the request to the relevant person who is responsible for the request.
- b. Identify and note the asset numbers/hostnames of any Best Effort Equipment by either:
 - I. Working with the IT Purchasing Officer to identify hardware available for Incubator loan purposes
 - II. Checking any asset registries for available Incubator PCs
 - III. Checking with the relevant manager or supervisor.
- c. Create a Purchase Request with the following information:
 - I. **Summary:** Incubator Loan Equipment for *{Participant Name or Company Name}* – or similar summary
 - II. **Purchase Request Type:** Standard
 - III. **Location(s):** The relevant location this request is applicable to
 - IV. **Order Part Numbers:**
 - i. The asset numbers/hostnames of the PCs
 - ii. The monitor model number
 - iii. The quantity of all items



Order Part Numbers

Canned response

- 1x INC-ABC123
- 1x INC-XYZ123
- 4x LG 22MB37PU
- 2x Keyboard/Mice

- V. **Cost:** \$0
- VI. **Supplier:** IT Stock Room (AIE)
- VII. **Funding Source:** Incubator Loan PCs
- VIII. **Linked Issues:** Link the PUR to the Form Submission.

- d. Submit the Purchase Request into 'Review Status'

4.3. IT Purchasing Officer

The IT Purchasing Officer will then complete the following steps:

- a. Review the above Purchase Request
- b. Approve the request if:
 - I. The PCs are identified as being available to be loaned to Incubator participants, such as end-of-life PCs, placed aside for Incubator purposes, and so on
 - II. The Purchase Request contains the:
 - i. Asset number/hostnames of the PCs
 - ii. Name of the Participant Name or Company Name.
- c. Pre-fill the Incubator Loan Form and attach it to the Purchase Request.

4.4. IT Service Desk

Upon approval of the above Purchase Request, the IT Service Desk will complete the following steps:

- a. Remove all educationally licensed software, including the MS Windows operating system.
- b. Note the completion of this step in the Purchase Request's comments section, for example, 'I've wiped all these PCs'.
- c. Ship equipment to the nearest branch/campus, including pre-filled Incubator Loan Forms.

4.5. Responsible Person

The responsible person is then required to complete the following steps:

- a. Take receipt of any Equipment.
- b. Distribute the equipment to the relevant participants or companies.
- c. Get acceptance and collects signatures for the Incubator Loan Form.
- d. Scan, send back/attach the signed Incubator Loan Form to the original form submission ticket.

NOTE: If new Incubator facilities are required to be built or existing facilities are to be substantially changed, the Service Level Agreement to provide equipment and services will be applicable only once the Facilities are built or the change is successfully completed.

5. Definitions

The following definitions apply to this policy:

Term	Definition
Best Effort Equipment	Equipment of the highest specification that is currently available, which will typically be equipment that is 3 to 5 years in age but in otherwise good working condition. It might not necessarily be equipment sourced from the local branch or campus.
Incubator Facilities	The physical facilities where Incubator program participants will be physically located with an assigned workstation/desk.
Internet Services	A basic shared internet connectivity service that includes firewalling and content filtering for security reasons. Internal hosted servers and services by the participant are not permitted.
Purchase Request	A request for IT items as per AIE's <i>Purchasing and Payments Policy and Procedure</i> .
Responsible Person	The person who is responsible for accepting delivery of the equipment and who will complete and return the signed <i>Incubator Program Loan Equipment Form</i> .
Service Level Agreement (SLA)	Five business days once a fully formed Purchase Request has been submitted.

6. Related Documents

The following documents are related to this policy:

- a. Incubator Program Loan Equipment Form
- b. Purchasing and Payments Policy and Procedure.

The following legislation and standards are related to this policy:

- c. None.

7. Review

This policy will be reviewed annually by the Chief Technology Officer.

The Return Date specified in the *Incubator Program Loan Equipment Form* will be updated annually to the last Friday of December before AIE's Christmas shutdown.

8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	First version.	Michael Pasqualone (Chief Technology Officer)	BOD	18 November 2018
1.1	Revision.	Michael Pasqualone (Chief Technology Officer)	-	18 February 2019
2.0	Style and formatting update.	Nick Markesinis (Intranet Content Coordinator)	-	13 April 2021
3.0	Addition of more detailed procedures; style/formatting update.	Michael Pasqualone (Chief Technology Officer)	BOD	29 August 2022