IT Asset Management Policy

University of Wales Trinity Saint David

IT Asset Management Policy

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1. Introduction

The University has made significant investment in IT hardware assets and as such, an effective asset management process is vital in providing a framework to enable sufficient control over the processes necessary to manage the lifecycle of all IT equipment.

IT Service Delivery (ITSD) is the appointed custodian of all University purchased IT assets.

2. Purpose

This policy enables IT Service Delivery to be able to ensure that all University staff understand their responsibility in the effective management of University IT hardware assets, including equipment not funded centrally through IT Service Delivery.

It defines responsibilities that relate to the implementation of this policy and is designed to ensure that IT assets are:

- Managed appropriately from the point of acquisition to the time of disposal in a way that is compliant with the University's policies and regulatory obligations.
- Procured correctly in line with the University's strategic plans.
- Registered within the ITSD asset management system for tracking and auditing purposes.
- Supported and maintained throughout the assets lifecycle so that they deliver best value for the investment.
- Controlled effectively to protect the data and information that they store or transmit.
- Administrated for the identification of risk and business continuity planning.

3. Scope

IT asset management covers all University physical IT assets purchased by or on behalf of the University including but not limited to all desktop hardware, laptops, monitors, mobile tablets, mobile phones and devices. This statement should be read and understood by all staff, their agents and visitors. The use of any University IT asset implies an agreement of this statement.

This policy applies to all students, staff and other associates of the University, including agency staff, contractors, partner organisations, suppliers and customers, who request or hold IT equipment purchased by or on behalf of the institution.

4. Policy

4.1 Roles and Responsibilities

It is the responsibility of all Service Delivery team members to ensure that the University's asset management system is kept up to date daily and routinely checked throughout the year.

New members of the Service Delivery Team are set up with access to the University's Asset Management System by the Executive Service Desk Technician upon commencement of employment.

For leavers who currently have access to the University's Asset Management system, their account is removed by the Executive Service Desk Technician on their last working day of employment.

4.2 Management of IT Assets

4.2.1.1
All IT assets purchased by the University are the property of University of Wales Trinity Saint David and will be deployed and utilised in a way that is deemed most effective for addressing the University's needs and objectively demonstrates value for money. The budget for IT assets will be centralised and managed by the ITSD Department on behalf of the University.

4.2.1.2
For compatibility and efficiency reasons, IT assets will be issued on a 'fit for purpose' basis based on predefined user roles using standard equipment. Recommendations for altering the user roles and standard equipment will be assessed and approved by the ITSD Management.

4.2.1.3
Enquiries about and requests for individual IT assets must be submitted to the ITSD Department via the IT Service Desk in accordance with current ordering processes and procedures.

4.2.1.4
The ITSD Department will assess requests for new and replacement IT equipment and fulfil them with standard equipment that best fits the requirement by aiming to reissue assets held in the centralised store in the first instance.

4.2.1.5
The procurement of IT assets must be undertaken in consultation with and carried out by the ITSD Department from inception. The ITSD Department is responsible for engaging with the University's Procurement Team and ensuring that the best procurement practice is followed as per the University's policies and applicable legislation.

4.2.1.6
The ITSD Department will not, without adequate and suitable further justification, approve or proceed with the procurement of IT assets that do not

comply with the requirements of the University's plans, policies and standards.

4.2.1.7
On behalf of the University and in consultation with the Procurement Team, the ITSD Department is responsible for identifying and managing sources and channels for the purchase of IT assets, utilising existing framework agreements whenever possible.

4.2.1.8
All IT assets (excluding consumable items, e.g. keyboards, mice, etc.) will be registered in the asset management system and be asset tagged before being issued or put into use.

4.2.1.9
All IT assets must be assigned to individual users or to a department who will always be held responsible for the IT assets care and security whether they are in use, storage or movement.

4.2.1.10
Information about all IT assets will be held in the asset management system, which will be maintained by the ITSD Department, to enable the assets to be tracked, managed and audited throughout their entire lifecycle.

4.2.1.11
All IT equipment purchased by the University will be stored in centralised asset management stores managed by the ITSD Department when they have not been issued or are not in use.

4.2.1.12
IT assets will be adequately administered and maintained to ensure they remain fit for purpose and compliant with the licenced conditions of use during their entire lifecycle.

4.2.1.13
Individual users or departments will be held responsible for protecting the IT assets that have been assigned to them against physical or financial loss whether by theft, mishandling or accidental damage, by using appropriate physical security measures.
This includes the procurement of protective carry cases, screen protectors and other protective accessories where applicable to be purchased by the department responsible for the device. The department responsible for the devices care, will be accountable for any repair or replacement costs for damaged or lost devices.

4.2.1.14
End users are not allowed to install unapproved software on devices. Requests should be made to the IT Service Desk to have additional software that is not on the approved software list installed on to a device. Any software installed must be legitimately purchased and licensed for its purpose of use.

4.2.1.15
End users must always contact the IT Service Desk if they need to move, reassign or return IT equipment.

4.2.1.16
All IT assets that are no longer in use must be returned to the University via the IT Service Desk for redeployment. This includes where the asset was purchased using research, departmental or institute funds.

4.2.1.17
In order to ensure the confidentiality of information, any IT asset that has been used to process or store personal or sensitive information will be wiped before being reissued and must go through a physical disposal and destruction process at the end of its useful life as defined by the IT Asset Disposal Policy.

4.2.1.18
The management of IT assets must comply with this policy. Breach of this policy may result in any device being remotely wiped, blocked from the University's network and being prevented from using University provided services and software. A breach may also be considered a disciplinary offence.

4.3 New IT Assets

All new IT assets are recorded in the University's asset management system. This system includes the below details per asset:

- University Asset Tag
- Device Name
- Product Group
- Serial Number
- Cost centre
- Main User (If Applicable)
- Room Name (If Applicable)
- Location
- Device Use
- Key Specifications (Memory, Processor and Hard Drive Size)

The University only currently asset tags; desktops, laptops and iPads. Depending on a devices' intended use, depends which build procedure is carried out.

If the asset has been funded by dedicated project funds, the financial and legal position would have been clarified in the Web Help ticket and the details must be saved within asset notes section of the IT Asset Management system.

4.4 Asset Changes

Replacements

If an asset becomes faulty or broken and cannot be repaired by the University's supplier, a replacement device is issued.

For leased assets, the record and associated finance must remain within the University's asset management system and the new device asset tag and serial number must be updated in the record.

For owned assets, the record must be marked as 'Not in Use' and specify 'DISPOSAL' in the 'Reason' text box. A new record is created for the replacement device as if it was a new IT asset.

Upgrades

For leased assets, no upgrades are carried out during the leasing period.

For owned assets, if an upgrade was required to replace faulty parts or increase performance then these changes are updated and reflected in the University's asset management system.

4.5 Disposal of Assets

For leased assets, devices are returned according to the leasing agreement at the end of the rental period defined by the appropriate ending option.

For owned assets, the record must be marked as 'Not in Use' and specify 'DISPOSAL' in the 'Reason' text box. The Executive Head of IT Service Delivery or the Executive Service Desk Technician then contacts the University's WEEE recycling key contact to arrange for the assets to be collected from a designated location.

All destruction certificates are stored within the Service Delivery Equipment Disposal Team site.

4.6 Lost Assets

If an asset is lost or stolen, it should be reported to the Central Service Desk Team as soon as possible. This is then escalated to the Executive Service Desk Technician to record in the appropriate register.

4.6.1 - Lost Assets - Leased
If the asset is leased, the cost of a replacement device is sent to the relevant department or institute, once this has been purchased. The asset record and associated finance must remain within the University's asset management

system and the new device asset tag and serial number must be updated in the record.

Executive Head of IT Service Delivery will need to contact leasing provider to inform them which devices have been lost/stolen/damaged so they can mark accordingly which devices have been affected, against the systems. Repayments and replacements options:

- If we do replace a device, our leasing provider will need to be informed so they can amend the serial numbers accordingly in the system.
  - This can possibly be claimed through the University's insurance policy.
- If we are not replacing a device, our leasing provider will be informed about these devices
  - They can arrange for a mid-lease termination which would terminate the device from lease early and apply a slight discount on the remaining rentals for early repayment – this is payable via invoice and will be payable as one sum.
  - We can continue to pay the rentals for the device until the end of its term and then the final payment for ownership of the device.

4.6.2 - Lost Assets - Owned
If the asset is owned, the asset record must be marked as 'Not in Use' and specify 'MISSING' in the 'Reason' text box. If a replacement device is required, then the cost of a replacement device is sent to the relevant department or institute to purchase a new device.

4.6.3 - IT Inventory Guide
Documentation and user guides for the IT Inventory system are stored in the Service Delivery Asset Management Team site.

4.7 Donated Assets

When an asset is due to be disposed of, the University may receive a request for devices to be donated to individuals or charity organisations. All requests are reviewed and approved/rejected by the Executive Head of IT Service Delivery who will consult directly with the University's Finance Department to ensure Financial Regulations are adhered to. Equipment requests can be made using the ITSD Equipment Donation Request Form. Any computers will be donated with a **fully formatted hard drive** and each hard drive **will be securely erased** by the University's ITSD department.

4.8 Procurement of IT Assets and Associated Budgets

The University currently procures all non-Apple IT assets through XMA Ltd and all Apple IT assets from Academia. All procurement of IT assets is managed by the Central Service Desk Team within Service Delivery.

All associated budgets are bid for prior to a new financial year, which runs from 1st August to 31st July.

5. Monitoring

This policy will define the processes regarding ITSD Asset Management and the IT Service Delivery team will use the policy as part of such processes to ensure compliance.

6. Misuse of Policy

If the policy is misused, then IT Service Delivery will raise such issues with line managers and the senior management team. Where applicable users may be subject to formal disciplinary procedures.

7. Links to other policies / procedures

Information Technology and Systems: Acceptable Use Policy
Data Protection Act (1998)

8. Resource Implications

Implication	Detail
Finance	*No implication from implementing the policy*
Staff	*No implication from implementing the policy*
Assets	*N/A*
Partners	*N/A*
Timescales	*Policy to be adopted for 19/20 academic year and reviewed yearly*
Leadership	*Executive Head of IT Service Delivery (ITSD) will lead on the policy*

9. Impact Assessment

Implication	Impact Considered (Yes/No)	Impact Identified
Legal	Yes	All employees applying for or using a mobile phone for business use must comply with the requirements of all relevant and applicable legislation. This includes, but is not limited to, general duties imposed on the University as a public authority. Key legislation impacting University Purchasing includes (but is not limited to): Data Protection Act (1998) http://www.legislation.gov.uk/ukpga/1998/29/contents
Contribution to the Strategic Plan	Yes	This Policy contributes to the University's defining characteristics set out in the Strategic Plan.

Risk Analysis	Yes	This Policy outlines how risks associated with mobile phones are managed by implementing controls and monitoring the implementation of this Policy
Equality	Yes	The University is strongly committed to equality of opportunity and the promotion of diversity for the benefit of all members of the University community. The University's approach is to promote equality across the full range of its activities, in employment, teaching and learning and as a partner working with and within local, national and international communities. Equality analysis of this policy recognises that mobile phones/devices can, in themselves, provide adjustment to people with certain needs (i.e., provision may be on the basis of a need that an individual has in fulfilling their role as opposed to a general requirement of the role itself). It may also be necessary to provide non-standard equipment if a disability would prevent someone using standard equipment that is required for their role.
Welsh Language		Once approved the Policy will be made available bilingually.
Environmental and Sustainability		This Policy impacts positively on the sustainability agenda. Successful implementation of the Policy allows users to communicate effectively as an alternative to less sustainable means.
Communication/ Media / Marketing		Once approved the Policy will be communicated to staff through various means including staff induction, and staff bulletins. Access to it will be made available via the University website and MyDay.

Policy author(s):

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10. Document version control

Version No:	Reason for change:	Author:	Date of change:
1.0	Original Policy Document	BT	April 2019
1.1	Confirmed draft version	BT	June 2019
1.2	Updated draft version	BT	February 2020
1.3	Policy Approved	GT	May 2020
1.4	Updated department & titles	BT	December 2021

(this should include the journey of the policy through the Committee structure).

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