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| Newcastle Municipality |
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| IT Asset Management Policy |

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# Introduction

## PURPOSE

It is the purpose of this policy to establish ethical guidelines for the use of the Municipality IT assets and computing facilities.

*(IT assets include component hardware and software and these entail servers, workstations, switches, routers, hubs, bridges, printers, fax machines and photocopiers, cell phones, 3G cards, storage media, e-mail, Internet, modems, firewalls, operating systems, applications software, business applications, municipal data and information)*

## SCOPE

The scope of the IT Asset Management Policy is for broad municipal usage and it applies to the all municipal employees as well as non-municipal hardware/software contractors, vendors, suppliers, and any stakeholders that bring themselves into contact with the Municipality Information Technology (IT) infrastructure.

It is offered as guidance to all executive, legislature, IT procurement staff and all stakeholders in the Municipality that manage, develop, purchase and use Information Technology (IT) resources in the Municipality.

1. **PRINCIPLES**

The Municipality encourages the IT Assets to make work processes more efficient and effective.

The municipal IT assets, infrastructure and equipment remain the property of the Municipality at all times. The Municipality provides these facilities in order to improve the productivity of employees in the course of executing their job functions.

The municipal IT facilities are intended to be for business purposes only and not for private/personal work. The access to and use of Municipality IT assets is a privilege and not a right.

Every employee has a responsibility to take great care in the handling and safekeeping of assets.

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1. **DEFINITION OF IT ASSET MANAGEMENT**

IT Asset Management is an important business practise that involves maintaining an accurate inventory (often called an IT Asset Register), licencing information, maintenance, and protection of hardware and software assets utilised by the Municipality.

Understanding what IT Assets are deployed in the Municipality will help optimise the use of IT assets throughout the Municipality. The IT department is responsible, for the development of the IT Asset Management and controls and procedures.

The IT Asset Management Policy document therefore provides guidance on the steps that can be taken to protect IT systems, infrastructure and data by managing the IT Assets utilised by the Municipality in planned, organised and secure fashion.

1. **GOALS/OBJECTIVES OF IT ASSET MANAGEMENT**
2. Uncover savings through process improvement and support for strategic decision-making
3. Gain control of the inventory
4. Increase accountability to ensure compliance
5. Enhance performance of assets ( resource utilisation) and the life cycle management
6. Risk reduction through standardisation, proper documentation and loss detection

**4.1 IT Hardware Asset Control**

The policy requires the IT Unit (agency) to control and collect information about IT Assets. Any IT hardware asset that has value to the agency that requires ongoing maintenance and support, or creates potential risk in terms of financial loss, data loss or exposure must be documented and controlled to meet the municipal IT security requirements.

The IT Manager has full responsibility to address the following areas related to IT hardware:-

* IT Hardware Asset Removal Control
	+ IT Movement ( Office to office and/or person to person)
* Personal IT Hardware Asset
* Data Removal from IT Hardware Assets
* Inventory of municipal or municipal leased IT Hardware Asset

Hardware asset management entails the management of physical components and networks from acquisition through disposal.

**4.1.1 REQUEST AND APPROVAL**

1. A user in need of an IT asset will fill in a request form which will be approved/disapproved by the Head Of Department (HOD)
2. Once approved, the request form will be forwarded to the IT Unit for user requirements analysis.
3. Once user requirements have been established, the IT Unit will draw specifications and do Request For Quotation to prescribed IT suppliers.

**4.1.2 PROCUREMENT**

1. The IT Unit shall have full responsibility over the acquisition of IT Assets.
2. A Request For Quotation (RFQ) will be sent to at least 3 prescribed IT suppliers.
3. The one with the lowest price will be awarded the tender, provided they have a good service delivery record, and an unquestionable post-sales service with the Municipality.
4. All IT assets will be delivered to the IT Unit for signing of delivery notes, tagging and capturing of all the necessary information as required for the IT Asset register.
5. The IT Manager will do a report to the Finance Department on the received IT assets for insurance purposes.

**4.1.3 DELIVERY**

1. The IT Unit will then deliver the IT Asset to the intended user.
2. Upon receipt of the IT asset, the user shall sign a New User Access form in acknowledgement of receipt of the asset.
3. Upon termination of service/contract, the IT Unit shall do an IT Asset Verification to insure that the outgoing user has returned all the IT assets that were allocated to them during their term of service – failure of which necessary steps will be taken to recover the IT asset(s).

**5 REPAIR, SERVICE AND MAINTENANCE OF IT ASSETS**

1. A user shall report a faulty IT asset to the IT Unit through prescribed means.
2. An IT asset movement shall be completed upon collection of IT asset for repairs, service or maintenance upon which liability shall be transferred from the user to the particular IT technician in charge of the IT asset.
3. The IT technician in charge shall decide in consultation with their supervisor if the repairs can be done internally or outsourced to a prescribed service provider.
4. The IT Department and/or service providers should address labelling IT hardware assets. Labelled assets assist when troubleshooting problems, tracking and identifying inventory, and recovering lost or stolen IT hardware assets.
5. Information in the label/sticker shall include the following:-
* Device ID
* Type
* Location
* Serial number
* Model number
* For support call:

E-mail: ithelpdesk@newcastle.gov.za

PROPERTY OF **NEWCASTLE MUNICIPALITY**

1. Upon delivery of the IT asset to the user, the user shall sign an acceptance form to acknowledge receipt of the repaired asset.
2. Where the asset is broken beyond repair, the IT Unit will recommend for a replacement.
3. **IT ASSET HARDWARE REMOVAL CONTROL**
4. An IT Asset Movement Form shall be completed by the user and signed by the Head of Department before the IT Unit can transfer an IT asset from one location to another and/or from user to user.
5. The IT asset management form shall be submitted to the IT Unit immediately after approval so that change is dynamical noted in the IT Asset Register.
6. **7. PERSONAL IT HARDWARE ASSETS**
7. Should be allowed into the premises provided security personnel have recorded the item, taken its serial number which they will cross-check when leaving.
8. Personal IT assets will ONLY be allowed access into municipal premises if there is an identifiable business need.
9. Once allowed, they should never be connected to any data storage area or network.
10. This condition should not apply to an approved IT service provider offering IT services under a contract.
11. **DATA REMOVAL FROM IT HARDWARE ASSETS**
12. All electronic storage media shall have all municipal data properly removed prior to surplus, transfer, trade –in, disposal or replacement.
13. The primary methods for removal of date shall include overwriting, degaussing and/or physical destruction.
14. **INVENTORY OF IT HARDWARE ASSETS (IT ASSET REGISTER)**

The IT Manager needs to have a correct and dynamically updated IT Asset Register at all times.

It is important for the Municipality to ascertain what IT hardware assets they have and where those assets are located.

The following information shall be captured against each asset for purpose of tracking it.

* Specific information pertinent to the particular hardware asset
* Physical location
* Tag/Barcode which serves as the unique identifies of the asset
* Support contact and information

The following information shall be captured in the IT Asset Register

* Asset Type
* Device ID/Barcode
* MAC Address
* Serial Number
* Operating System (O/S) level
* CPV, Memory, Disk
* Support Vendor
* Supplies
* Model number
* Date of Purchase
* Warranty
* Location/Department
* Office Number
1. **IT SOFTWARE ASSET CONTROL**

The IT Policy requires agencies to “control and collect information about IT Assets” as well as “project against use of computers software in violation of applicable laws”.

This section of the policy requires agencies to comply with software licencing requirements, and document software license management practises. Each agency and/or their service provider should address distribution, purchase, audit, and removal of the licence used in day-to-day business. Properly tracking licences facilities efficient use of resources and redress the probability of violating licensing agreements and laws.

Agencies need to address the following areas related to IT software:

* Software use practises
* Software Licence Management Practises
* Software Asset Inventory

**10.1 SOFTWARE USE**

1. Only properly acquired, approval and licenced software shall be loaded on IT systems. Renewing of licenses to be done in time so that the municipality continues to get updates and relevant support information concerning software products.
2. It is the IT Manager’s responsibility to carry out periodic checks to ensure that software is used in accordance with licence agreements.
3. Installation of unlicensed, non-approval software by technical staff and/ or employee is prohibited in the strictest of terms.

**10.2 SOFTWARE ASSET PRACTICES**

1. The IT Manager should periodically assess whether software is used in accordance with licence agreements.
2. The IT Manager should determine whether software is optimally deployed to eliminate waste.
3. The IT Manager should update information to support software asset management functions, such as application maintenance cost analysis and upgrade budgeting.
4. The IT Manager should endeavour to eliminate variation in software versions and supporting software updates.

**10.3 SOFTWARE ASSET INVENTORY**

The IT Department shall keep an inventory of the licensed software used to support the municipal mission and automated solutions. Maintaining a complete licensed software asset inventory provides a tool to assess compliance with license agreements and whether the resources are being used efficiently and effectively. Information in this inventory should include product information, the business functions of the software, the users of the software and the cost associated with the licence.

1. **DISPOSAL OF IT ASSETS**
2. The IT Manager and the SED: Corporate Services shall recommend obsolete IT equipment for retirement/disposal to the Municipal Manager.
3. The Municipal Manager will approve accordingly and the obsolete equipment will then be transferred to the Stores Department for disposal.
4. **COMPLIANCE**

Management in conjunction with the IT administrators of the Municipality may deem it necessary to inspect/audit or do an IT asset evaluation exercise for alleged violation of this policy. Violations will be noted and reported. The Municipality retains the right to randomly monitor and inspect all IT assets, regardless of whether they are business or personal. Whenever an IT technician/administrator is on-site at a branch or any satellite location, he or she should inspect at random, compliance levels at the individual desktop level.

The inspection/monitoring of IT assets on the municipal IT infrastructure is not a “witch-hunting” exercise. It is necessary for the support and maintenance of this valuable infrastructure.

Users should report inappropriate usage, handling or any IT Asset Management policy violations to the IT Department immediately.

**Note:** Any Employee who abuses the privilege of Municipality-facilitated access to IT assets will be subject to corrective action. Any action (on IT facilities, computer equipment, business applications, e-mail or the Internet) that may expose the Municipality to risks of unauthorized access to data, disclosure of information, illegal liability, or potential system failure is prohibited and may result in disciplinary action up to and including termination of employment and/or criminal prosecution. If necessary, the Municipality also reserves the right to advise appropriate legal officials of any illegal violations. Employees that violate this policy will be disciplined and may be dismissed/terminated for serious or multiple violations