IT ASSET
MANAGEMENT POLICY

Contents

This document has been designed to be accessible for readers. However, should you require the document in an alternative format please contact the Academic Quality Directorate.

Introduction

1   This IT asset management policy provides a framework for the appropriate and effective management of IT equipment (hardware and software) from procurement to disposal in Bucks New University.

2   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 IS&T Directorate's asset management system for tracking and auditing purposes;
- Supported and maintained throughout their lifecycle so that they deliver best value for the investment;
- Controlled effectively to protect the data and information that they store or transmit; and
- Administrated for the identification of risk and business continuity planning.

3   This policy does not stand in isolation and must be implemented in conjunction with the wider range of information security, procurement and financial related policies of the University.

Policy Scope

4   This policy applies to all physical IT assets purchased by or on behalf of Bucks New University.

5   A physical IT asset is defined as:

- All desktop and laptop computers (including docking stations);
- All monitors, printers, scanners and portable storage devices;
- All phones and mobile data devices (e.g. smartphones, tablets and other portable computing equipment);
- All lecture theatre and open access area IT equipment;
- System software, client applications and associated licences;
- Any other IT peripheral costing £50 or more.

6   This policy also applies to all IT equipment that forms part of the University's IT infrastructure (servers, routers, firewalls, switches, access points and other network infrastructure etc.) and any equipment that electronically stores data on the University's central file storage systems or transmits it across the network.

7   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.

8   Technical and simulation IT equipment used specifically in the support of curriculum delivery within the faculties will be covered in a separate sub-policy.

9   Information asset management will be covered by a separate policy, in accordance with the requirements of the EU General Data Protection Regulation.

Policy Intent

10   This policy is produced to provide a clear instruction on the appropriate management of physical IT assets to help to ensure that the University is meeting its legal, regulatory, contractual and licencing obligations.

Policy Provisions and Principles

Management of IT Assets

11   All IT assets purchased by the University are the property of Bucks New University 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 IS&T Directorate on behalf of the University.

12   For compatibility and efficiency reasons, IT assets will be issued on a 'fit for purpose' basis based on predefined user roles using standard equipment as detailed on the approved hardware and software lists. Recommendations for altering the user roles and standard equipment will be assessed and approved by the IT Steering Committee.

13   Enquiries about and requests for individual IT assets must be submitted to the IS&T Directorate via the IT Service Desk in accordance with current ordering processes and procedures.

14   The IS&T Directorate 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.

15   Requests for non-standard specialist IT equipment will be assessed by the IS&T Directorate and approved via a business case through the appropriate channels with the support of the Project Management Office. The total cost of the assets will be added to the IS&T Directorate budget if the purchase is authorised by the Vice Chancellor's Strategic Group.

16   The cost of IT related reasonable adjustments for members of staff with disabilities will be met by the IS&T Directorate.

17   The procurement of IT assets must be undertaken in consultation with and carried out by the IS&T Directorate from inception. The IS&T Directorate 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.

18   The IS&T Directorate 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.

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

20   All approved IT assets must be recorded in the University's published hardware and software lists once they have been assessed, tested and procured following the agreed procedures.

21   All IT assets purchased (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.

22   All IT assets must be assigned to individual users or to a department who will be held responsible for their care and security at all times whether they are in use, storage or movement.

23   Information about all IT assets will be held in the asset management system, which will be maintained by the IS&T Directorate, to enable them to be tracked, managed and audited throughout their entire lifecycle.

24   All IT equipment purchased by the University will be stored in centralised asset management stores managed by the IS&T Directorate when they have not been issued or are not in use.

25   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.

26   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.

27   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 hardware and software list installed on to a device. Any software installed must be legitimately purchased and licensed for the use made of it.

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

29   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 faculty funds.

30   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.

31   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.

Responsibilities

32   The Director of IS&T is accountable for the implementation of this policy in the University and on a day to day basis the IS&T Directorate will be responsible for:

a   Coordinating IT asset audit activity such as annual inventory checks for management reporting including the annual audit report for the Director of Finance;

b   Updating and maintaining the accuracy of the asset management system as soon as a change is made (including office moves, reports of lost or stolen equipment and disposals);

c   Ensuring that equipment is signed for by end users when collected from or returned to the IS&T Directorate and is recorded in the asset management system;

d   Ensuring that all IT assets are processed and asset tagged before they are issued to end users or entered into the central store;

e Checking equipment is returned in the same configuration as expected and signing receipts upon collection from end users;

f Administrating the control and security of equipment held in stock for issuing and awaiting re-issue or disposal;

g Ensuring that any IT asset that is retired is disposed of according to the IT Asset Disposal Policy;

h Giving correct and appropriate advice to users on the correct handling of IT assets; and

i Reporting any incorrect disposal or misuse of an IT asset to an appropriate manager within the IS&T Directorate as soon as possible.

33 End users issued with IT equipment will be responsible for:

a Retaining responsibility for equipment issued to them until it has been returned to the IS&T Directorate for redeployment or disposal;

b Ensuring that IT equipment is not moved to another location (if fixed) or transferred to another person without the consent of the IS&T Directorate;

c Reporting the loss or theft of IT equipment immediately to the Head of IT Operations via the IT Service Desk or the University Security Team;

d Reporting any defects and returning equipment immediately that is not operating normally to the IS&T Directorate via the IT Service Desk; and

e Returning all IT equipment to the IS&T Directorate upon replacement, when it is no longer required for University business or when the holder leaves the University.

Compliance

34 Any actual or suspected breach of this policy must be reported to the Director of IS&T via the most suitable channel. The Director of IS&T will take appropriate action and inform the relevant internal and external authorities.

35 Failure to comply with this policy may result in disciplinary action in accordance with the relevant process.

Key Relevant Documents

Data Protection policy

Information Security Policy

Acceptable Use Policy