IT ASSET MANAGEMENT POLICY

I   PURPOSE

Provide a record of valuable IT assets for tracking and accounting purposes to enable management to allocate IT resources, and plan IT developments to meet Central Coast Community Energy's (CCCE) requirements and changes.

II   SCOPE

This procedure applies to all CCCE's IT assets.

III   DEFINTIONS

"**Information Technology (IT) Asset**" refers to any computer hardware, software, Information Technology-based CCCE information, related documentation, and licenses, contracts, or other agreements, etc. In this context, "asset" and "Information Technology (IT) Asset" are understood to be the same.

IV   ASSETS TRACKED

This section defines what IT assets should be tracked and to what extent they should be tracked, categorized below are the types of assets subject to tracking:

- Computer systems: Laptops, Desktops, and Servers

- Computer accessories: Printers, Copiers, Monitors, and Multi-function Machines

- Handheld devices: iPads, Tablets, mobile phones, etc.

- Network hardware: Switches, Firewalls, NAS, etc.

- AV Systems

- Desk Phones and Conference Phones

- Software and Services, including:
  - Software license or certificate, if applicable
  - Expiry date for license, certificate, or subscription, if applicable

V   UNTRACKED ASSETS

It is not mandatory to record the following standardized items in the IT asset inventory:

- Laptop Docks and Associated Locks

- Monitor Stands

- Webcams

- Mouse and Keyboard

- Cables (Network, Power, Monitor, etc.)

- Standard Headsets for PC and Phones

VI   POLICY

A. IT ASSET BUDGET AND PLANNING

- IT staff are responsible for planning, tracking, and performing upgrades and replacements of hardware and software.
- Hardware upgrades or replacements are considered when assets are reaching End of Life (EOL), expected End of Support (EOS), end expected operational effectiveness, or when the benefit of upgrade or replacement is greater than the cost to do so.

B. IT ASSET INVENTORY

- An IT asset inventory must be maintained by IT staff to register and manage all IT resources. The objectives of this inventory are to provide full detailed information of all hardware and software, and its allocation by user or department / location. Also, IT staff can use this inventory to plan the reallocation of IT assets to maximize existing resources.

- The IT staff is responsible for managing the IT asset inventory, maintaining its accuracy, and ensuring that it is up to date.

- For IT hardware, the IT asset inventory must include the following information:
  - User or system name for server equipment
  - Location
  - Brand and model
  - Specifications (example : CPU, memory, hard disk size, operating system)
  - Serial number
  - Inventory Code
  - Invoice date (MMYYYY or YYYY)
  - Purchased price (if available)

- o Expected replacement date corresponding with warranty expiration or end of useful life
- For IT software, the following information must be registered in the IT Asset inventory:
  - o Software and version
  - o Total number of licenses per software
  - o Subscription cost and term (Monthly or Yearly)
  - o Subscription expiration if applicable
- What employee or asset to which the software license is assigned.
  Examples of purchased IT software:
  - o Windows server license
  - o Microsoft client access license
  - o Microsoft Office
  - o Antivirus
  - o Expected Write Off Period / Replacement Date if applicable
- All IT assets are required to be labeled with the assigned Inventory code.

1. **IT ASSET INVENTORY REVIEW**
   - The objectives of the review are to:
     - o Verify the hardware and software information in the asset inventory
     - o Check whether any IT assets have been lost
     - o Check whether any unauthorized software has been installed
     - o Update the asset inventory for any discrepancies
   - The IT asset inventory must be reviewed by IT staff at least once a year, preferably before the annual budget time so that the inventory reflects the latest status for budgeting and planning.

   - A review of the IT asset inventory must be signed off by IT staff to ensure that the inventory is accurate and up to date.

   - If mobile devices cannot be checked physically by IT staff during the review, it is acceptable for users to sign off to confirm that the devices are still available and in working condition.

   - If any illegal, unlicensed, or unauthorized software is found during the review, it must be removed immediately.

C. IT ASSET ACQUISITION

1. CCCE personnel shall use the Purchase Requisition (PR) Form (refer to P&P FP8 Purchasing and Procurement Policy) to request new IT Assets. This form shall be approved by the appropriate approval matrix established at the Purchasing and Procurement Policy.

2. If a purchase or lease agreement exists for the kind of asset being requested, that asset shall be ordered from the existing vendor, pursuant to the terms of the agreement. If such an agreement does not exist, IT staff may recommend entering one.

D. IT ASSET INSPECTION, ACCEPTANCE & DISTRIBUTION

1. Physical assets shall be received by administrative staff and forwarded to IT staff, or directly by the IT staff. IT staff may receive non-physical assets, such as application software, directly from the vendor.

2. IT staff shall inspect and test assets for performance and capability prior to acceptance, if possible. If non-conforming or defective, IT staff shall contact the vendor for replacement and dispose of or return the asset in accordance with any purchase/lease/subscription agreement in place.

3. All assets must have an ID number. Either an internal tracking number will be assigned when the asset is acquired or the use of Manufacturer ID numbers.

   - An asset tracking database shall be created to track assets.

   - When an asset is acquired, an ID will be assigned for the asset and its information shall be entered in the asset tracking database.

4. IT staff shall forward the packing slip or invoice to finance staff for payment.

5. Only IT staff shall distribute and install IT assets.
   - Asset installation shall be scheduled primarily for the user's convenience. If installing for multiple individuals, schedule at a date and time that will affect the least number of users;

   - Ample advance notice shall be given to affected users; and

   - IT staff shall mitigate risk by ensuring backup and/or redundancy of the affected systems/applications.

6. IT staff shall update the IT asset inventory after installing assets.

E. **IT ASSET TRANSFER**

The following actions shall be considered when a computer device will be transferred to another user:

1. IT staff should verify the transferring of equipment to a new user follows all asset tracking guidelines and does not allow access to a previous user's data.

   - If a used device is transferred to another user, all the previous user's data, files, and personal preferences must be removed from the device to prevent unauthorized access and/or access to any personal information. It is recommended that the user profile be removed before reassigning.

   - Software that is not required by the next user should be removed and its license returned to the IT asset inventory.

   - Hardware and software will be installed as per next user's requirements.

   - The IT asset inventory must be updated in accordance with any changes.

F. **IT ASSET DISPOSAL**

1. IT staff should notify finance staff to write off any equipment planned for disposal by completing the Fixed Asset Transfer/Disposal Request Form.

2. When technology assets have reached the end of their useful life, they should be given to IT staff for proper disposal. Acceptable methods for the disposal of IT assets are as follows:

   - Sale to staff

   - Donation to charities, non-profit organizations, schools, etc.

   - Sale as scrap to a licensed dealer

   - Use as a trade-in against the cost of a replacement

   - Recycling

3. This policy applies to any computer, technology equipment, or peripheral device that is no longer needed within CCCE.

4. All IT assets shall be disposed of in accordance with the following disposal policy:
   - All assets that contain data will have the disks wiped using disk destruction software. The data must be erased using an approved technology to make sure it is not readable using specialized data retrieval techniques. The following asset types will be checked for wipe:
     o Memory stick
     o CD, DVD, and Storage tape
     o Mobile device (e.g. tablet, mobile phone, etc.)
     o Hard drive
   - Technology equipment with non-functioning memory or storage technology will have the memory or storage device removed and it will be physically destroyed.
   - For IT assets that are not being physically destroyed and when applicable, IT staff are responsible for decommissioning this equipment by:
     o Uninstalling licensed programs and / or applications
     o Deleting all data files and resetting equipment to factory defaults
     o Removing any user profiles, user data, software preferences, or settings
5. IT staff will place a sticker on the equipment case indicating the disk wipe has been performed. The sticker will include the date and initials of the IT staff who performed the disk wipe.
6. No computer equipment should be disposed of via dumps, landfill, etc. IT staff will properly remove all data prior to final disposal. Final disposal will be processed through a certified e-waste recycle vendor.
7. Upon disposal of said assets, IT staff shall update the IT asset inventory.

G. LOST OR STOLEN IT ASSETS

- If any IT equipment is lost or stolen, the user must inform IT staff and all relevant parties (e.g. direct supervisor) immediately of the following:
  - Username

  - Contact number of the user

  - Any potentially sensitive data stored on the device

  - Time the device was lost

  - Location where the device was lost

  - Reason for loss (example: theft, misplacement)

- The user is required to report any loss/theft of equipment to the police and obtain a police report to support the incident.
- IT staff will notify Finance staff of the loss / theft so that they can write it off. IT staff should also update the IT asset inventory immediately to reflect the changes.
- CCCE reserves the right to ask the user to pay the current market value of the lost/stolen equipment, as determined by the CEO.

VII POLICY COMPLIANCE

A. COMPLIANCE

IT staff will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

B. NON-COMPLIANCE

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

ATTACHMENT: FIXED ASSET TRANSFER / DISPOSAL REQUEST FORM

Central Coast Community Energy

CLEAN ENERGY. LOCAL CONTROL.
3CEnergy.org

FIXED ASSET TRANSFER / DISPOSAL REQUEST FORM

Date: _____

Description of asset: _____

_____

Years since purchase: _____

Quantity: _____

Gain / Loss on Disposal

Original Cost: _____

Accumulated Depreciation: _____

Net Book Value: _____

Claims from insurer: _____

Gain / Loss on disposal: _____

Justification for disposal: _____

_____

_____

_____

_____

*(Please attach further information for consideration, if necessary_*

REQUESTED BY

_____

APPROVED BY

_____

CFTO

APPROVED BY

_____

CEO

(Disposal > $5,000)