

IT ASSET MANAGEMENT

May 2016

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Document title		
Normal text		
Document author and department		
Normal text		
Approving body		
Normal text		
Date of approval		
Normal text		
Review date		
Normal text		
Edition no.		
Normal text		
ID Code		
Normal text		
Date of effect		
Normal text		
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Summary

What is this document about?

This advisory defines what constitutes 'managed' and 'unmanaged' IT assets and describes the differences in 'through life' support available to these asset groups.

Who is this for?

This IS advisory is intended for all staff of the University - particularly those staff who are responsible for the purchase and management of departmental IT assets.

How does the University check this is followed?

Annual review of this IS advisory will be performed to evaluate its effectiveness.

Who can you contact if you have any queries about this document?

Any questions about should be directed to servicedesk@port.ac.uk

1.0 Definitions

1.1 Managed IT Assets

Managed IT assets are those items of digital equipment purchased through IS Purchasing.

1.2 Unmanaged IT Assets

Unmanaged IT assets are those items of digital equipment purchased by individual departments, faculties or research groups which are not supported by the IS department.

2.0 Risks

Without proper ownership, accountability and tracking of IT assets, there is a risk that non-managed service computers will fall below the University's minimum security requirements. There is also a risk that if unable to monitor unmanaged IT assets and the service being provided, the University may not be able to help if this drops below the contracted level.

3.0 Support Regime

Managed IT Assets
Centrally managed and asset tracked
Restricted range of models available
Standard 'image' (aka build) giving a reliable performance and predictable behaviour
Service Desk support for hardware and software - replacement if faulty
Software updates applied automatically

Unmanaged IT Assets
Support is governed by the purchase warranty and support agreement taken out at purchase
No restrictions are placed on what device can be purchased

The build configuration is likely to be limited to 'factory settings'
Anti-malware must be added and updated separately.
Software updates (patches) subject to user control

4.0 Accountability for assets

4.1 All IT assets bought by the University must be registered in the University Asset Register.

4.2 All IT assets should be accounted for and have a nominated owner.

4.3 *Asset owners should be identified for all major assets and responsible for the maintenance of appropriate controls.*

4.4 The ongoing usefulness and suitability of IT assets (both managed and unmanaged) including the pre-acquisition criteria - should be formally assessed and recorded by the asset owner.

4.5 It is the responsibility of the asset owner to decide the 'end of life' for any unmanaged IT assets in their charge (i.e. the time when IT assets can be written-off). This parameter will depend on a variety of factors (e.g. project timescale, environment of use, number of users) and asset owners may need to take advice from the Finance department and the Information Services department.

4.6 Asset disposal – When no longer required, both managed and unmanaged IT assets must be removed from the asset database and follow the secure disposal process (see IT Advisory - Secure Disposal of Redundant IT Equipment).

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