

# INFORMATION TECHNOLOGY ASSET MANAGEMENT

POLICY DOCUMENT

ISSUED BY: SVKM IT

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## Shri Vile Parle Kelavani Mandal

### 1. DOCUMENT SCOPE

The document covers all policies related with Management of all IT Assets.

### 2. STATEMENT OF POLICY

Shri Vile Parle Kelavani Mandal (SVKM) shall assess (evaluate) its IT assets for conformance to Institute's requirements. This policy aims to ensure that all SVKM owned IT assets are inventoried, tracked, and managed throughout each IT asset's lifecycle.

All employees and Personnel that have access to organizational IT assets must adhere to the IT asset management policy.

#### 2.1 IT HARDWARE ASSET CONTROL

IT users, to include, employees, business partners and contract personnel shall not remove IT assets supplied by SVKM from company premises, unless authorized to do so or specifically mentioned in their job responsibilities.

IT users are responsible for safeguarding any IT assets they remove from the company premises, including keeping these assets under their direct physical control whenever possible, and physically securing the assets (i.e. by means of lock and key) when they are not under the IT users direct physical control. The users are responsible for any damage to the asset under their possession. The recovery would happen as per HR / Finance policy.

IT users must immediately report loss or theft of any assigned IT assets to their supervisor and as appropriate, to IT Service Desk ([ithelpdesk@nmims.edu](mailto:ithelpdesk@nmims.edu)) within 24 hours of a known occurrence. The recovery for the lost asset is the responsibility of finance / HR.

IT users may use personal assets which would be governed by Institute's rules and regulations

All electronic media containing SVKM's data shall have all of that data securely removed from the electronic media before the electronic media is made surplus transferred, traded-in, otherwise disposed of, or replaced.

#### 2.2 IT SOFTWARE ASSET CONTROL

IT users shall only use SVKM approved and appropriately, licensed software on SVKM owned, leased or SVKM provided IT Assets.







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Installation of software that is not approved or appropriately licensed on SVKM owned, leased, or SVKM provided IT Assets is prohibited.

Software inventory is maintained and tracked by the respective team and IT

On departure or asset handover the physical software license key or license is revoked under that user and added back to the software inventory.

### 2.3 CONFIGURATION MANAGEMENT AND CHANGE CONTROL

SVKM shall or shall require its service provider to document IT asset configuration and changes to asset configuration at all stages of the system development life cycle.

All changes to IT assets used by SVKM shall be made in accordance with best practices as defined by the Information Technology Infrastructure Library (ITIL) framework and at a minimum include the following steps:

- Initiate change request
- Review and approve change
- Build and test change
- Create and document back up/back out plan
- Implement change
- Document change

## 3. INTRODUCTION & SCOPE

### 3.1. IT ASSET MANAGEMENT

IT Asset Management is an important business practice that involves maintaining an accurate inventory, licensing information, maintenance, and protection of hardware and software assets utilized by an organization. Understanding what IT assets are deployed at SVKM's environment will help optimize the use of IT assets throughout SVKM.

- a. In accordance with the policies of SVKM, we must do what we can to gather information about our existing IT environment to understand what we are spending on IT and how those IT investments are performing over time.

Achieving goals will provide SVKM with enhanced abilities to:

- i. Make informed IT planning, procurement, investment and retirement decisions
- ii. Calculate IT asset value and understand the total cost of ownership (TCO) of those assets
- iii. Optimize software license usage and comply with software license requirements
- iv. Manage hardware and software maintenance contracts





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- v. Monitor compliance with IT standards / regulations
  - vi. Plan for technology migration projects
  - vii. Allocate support resources efficiently and effectively
  - viii. Protect and secure IT assets
  
  - ix. Provide timely and accurate financial reports
  - x. Ensure that adequate warranty / AMC coverage, and business continuity and recovery plans exist based on business needs and justifications
  - xi. Asset management audits (preparedness, periodicity, action items)
  - xii. Asset management life cycles
- b. The scope of IT Asset Management includes desk side computing devices like laptops, desktops, servers, IP Phones, printers, Smart boards, CCTVs procured or rented by IT department. The scope also includes network devices and servers used to service the internal customer. IT is responsible for what had been procured by IT.
- c. IT assets are categorized into the following Asset Types:
1. Desktop workstations
  2. Laptop mobile computers
  3. Printers
  4. Servers for internal customers
  5. Firewalls for internal network
  6. Routers for internal network
  7. Switches for internal network
- d. The roles and responsibilities for different IT assets are as per the KRA's of the respective IT managers and their teams.

## 4. ASSET MANAGEMENT LIFE CYCLE

The policy document, takes the following approach to handle the life cycle of the assets

- i. **Planning** – defining supporting processes, setting standards for configuration and retention, aligning purchase plans to business goals, collecting aggregate information on intended purchases, and negotiating volume discounts.
- ii. **Procurement** – requisitioning, approving requisitions, ordering, receiving and validating orders, tagging assets, entering asset information in a repository.
- iii. **Deployment** – configuring, installing (temporary / permanent), redeployment and asset movement.
- iv. **Management** – inventory/counting, monitoring usage (software tools), managing contracts for maintenance and support, and monitoring age and configuration.
- v. **Support** – adding and changing configurations, repairing devices, and relocating equipment and software.





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- vi. **Disposition** – removing assets from service, deleting storage contents, disassembling components for reuse, terminating contracts, disposing of equipment, and removing asset from active inventory.
- vii. **Reports** – reporting on all the above showcasing daily, weekly, monthly, quarterly and yearly progress on the process. Also sharing the effectiveness of the processes in place

### 5. PLANNING & ELIGIBILITY

Planning ensures that correct and adequate products and services are ordered keeping in mind the current / projected requirements and also the future technology trends. Eligibility of the equipment to be given is arrived at by following the asset allocation process. IT store and local IT team conducts the physical and electronic verification of the assets, particularly desktops and smart boards, all the assets with ageing > 5 years are considered for tech refresh and replacement. Rest of the category of the assets and ageing is reviewed and appropriate action is taken to continue with AMC renewal/tech refresh.

### 6. PROCUREMENT

All the IT assets are procured by the central purchase team of SVKM in conjunction with the respective institute/project team/consultant/local IT team.

Once asset is delivered at SVKM, the IT store must inform IT team of delivery of IT Assets. IT store team must verify that asset has been delivered in accordance with the Purchase Agreement. Assets need to be tagged as per company's asset-tagging policy.

### 7. DEPLOYMENT

The primary objective is to ensure that all assets are deployed and redeployed in a manner that optimizes their usage, while complying with legal and regulatory requirements. All assets must be tagged and tracked. The inventory registers and / or Configuration Management Database (CMDB) must be logged and updated continuously.

Deployment of assets is done only after prior approval, in adherence to the approval matrix.

Changes to the status of assets must be updated in the asset register. This would assist in knowing number of free and deployed assets at any point of time.

There would be certain cases where the deployment of the asset has not been performed in the intended manner and it needs to be reinstalled / redeployed. Such redeployment / reinstallation must be done by personnel of the IT department only. The same must also be documented for further reference in the asset registers.

### 8. MANAGEMENT

For effective management of the assets, the following approach would be taken:

- i. All assets will be physically inspected as per PV policy of the organisation
- ii. Monitoring would be done using software tools (SCCM, NMS tools / other vendor tools)







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- iii. AMC details and SLA would be maintained and tracked as per business needs
- iv. Complete inventory details would be maintained upto a predefined level for each category of hardware / software as described below:
  - a. For Hardware:
    - i. Asset type (Desktops, Laptops, Servers, Printers, Routers and Switches).
    - ii. Asset sub-type (eg: Printers – Inkjet, Laserjet, Impact etc)
    - iii. Asset tag
    - iv. Serial number
    - v. Manufacturer
    - vi. Model
  
    - vii. Vendor
    - viii. Cost
    - ix. Purchase / Deployment / Retirement dates
    - x. Location of asset
    - xi. Maintenance / warranty related information
  - b. For Software:
    - i. Asset sub-type (eg: Database, Application, Web, OS etc)
    - ii. Vendor
    - iii. Vendor Product Number
    - iv. Manufacturer
    - v. Manufacturer Product Number
    - vi. Product Name
    - vii. Quantity
    - viii. Version (eg. IBM – Lotus Client – Version 8.35X)
    - ix. License Agreements (eg. EULA) or Media (eg. box for FPP)
    - x. License Type
    - xi. Cost
    - xii. Purchase / Deployment / Retirement dates
    - xiii. Location of asset
    - xiv. Maintenance / warranty related information
- v. Develop Competence in SAM:
  - a. Conduct annual training programs for relevant stakeholders. This would be done through organized SAM workshops (2 days) conducted by software vendors or other competent bodies.
  - b. Ensure periodic monitoring of Proof of Licenses at document library. This is to be done in tandem with commercial / contracts team and monitoring is centralized through CMDB.
  - c. Identified team to conduct Internal SAM reviews, to apply these skills.



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### 9. SUPPORT

SVKM IT would support the assets that have been procured via asset management function either through in-house support or third-party vendor or a hybrid model. Support would include adding and changing configurations, repairing devices, upgrading software, and relocating equipment and software. The support would be on best effort basis for assets not procured / available in a particular location / geography, keeping the user informed of the same.

For software, support will be provided only for approved software assets. Only personnel from the IT department would be allowed to deploy / install any software assets.

### 10. DISCARD AND DISPOSAL

SVKM's surplus or obsolete IT assets must be discarded according to legal and environmental requirements. Therefore, all disposal procedures for retired IT assets must adhere to Institute's-approved methods. The disposal or discard needs to comply with company's waste management policy and / or e-disposal policy.

Where applicable, it is desirable to achieve some residual value of the IT asset in question through reselling, auctioning, donation, or reassignment to a less-critical function.

Asset discard and disposal is a special case since the asset must have sensitive data removed during or prior to discard or disposal. Below is listed the action for the device based on data sensitivity of the asset:

- i. None (Unclassified) - No requirement to erase data but in the interest of prudence normally erase the data using any means such as reformatting or degaussing.
- ii. Low (Sensitive) - Erase the data using any means such as reformatting or degaussing.
- iii. Medium (Confidential) - The data must be erased using an approved technology to make sure it is not readable using special hi technology techniques.
- iv. High (Secret) - The data must be erased using an approved technology to make sure it is not readable using special hi technology techniques.

The Asset discard and disposal process is to be followed for discard or disposal of assets.

### 11. REPORTS

To gauge the effectiveness and efficiency of the policy, certain reports will be prepared periodically:

- i. Fulfillment reports
- ii. SLA reports
- iii. Forecasting Vs. actuals
- iv. Any ad-hoc or periodic reports
- v. IT asset register
- vi. Asset tracker

### 12. APPROVALS

The policy would be approved by Director -IT and Shri Jagat Killawala and released for circulations.



*Shri Jagat Killawala*



**Shri Vile Parle Kelavani Mandal**

**13. REVIEW**

This policy would be reviewed every year or as and when needed and edited. The changes would be documented in the appendices of the policy.

**14. ABBREVIATIONS**

- IT: Information Technology
- ITAM: IT Asset Management
- SVKM: Shri Vile Parle Kelavani Mandal
- SAM: Software Asset Management
- ITIL: Information Technology Infrastructure Library
- TCO: Total Cost of Ownership
- MS: Microsoft
- IP: Internet Protocol
- KRA: Key Responsibility Area
- AOP: Annual Outlay Plan
- CMDB: Configuration Management Data Base
- SLA: Service Level Agreement
- NMS: Network Monitoring System
- AMC: Annual Maintenance Contract
- SCCM: System Center Configuration Manager



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