

SECTION A: PROCURMENT AND RECEIPT OF ICT ASSETS**1. PURPOSE**

The purpose of this procedure is to provide guidance to the Council's ICT employees and supporting contractors regarding the procurement of ICT assets.

2. SCOPE

This procedure applies to all valued ICT assets procured by the Council. This procedure applies to all employees of the Council and responsible contractors acting on behalf of the Authority.

3. DEFINITIONS

ICT Assets for the purposes of this policy are defined as, "Any software or hardware item (including but not limited to PC's, printers, laptops, mobile devices, telephony, data storage, media, cables, switches, servers, software) comprising the ICT infrastructure."

4. PROCEDURE

- a. All procurement requests for ICT assets must be raised on the Steria service desk using the change process as defined within the ICT Change Policy.
- b. The request will follow the relevant change process as defined within the ICT Change Policy:
 - Validation
 - Authorisation
 - Assessment
- c. Following Validation, Authorisation and Assessment ICT will then recommend a specification for the asset.
- d. ICT will confirm the specification of the asset together with a quotation for the provision of goods and will ask for a budget code from the requestor.
- e. Following notification of the relevant budget code and approval of the recommended specification ICT will then raise the order on behalf of the service area in accordance with the Authority's Financial regulations. A note of the Requisition Number or Purchase Order, description and requestor will be entered onto the orders white board in the ICT office and a record of the order entered into the orders.xls spreadsheet.

Note: orders are grouped into separate worksheets for each authority (e.g. Blaby, Hinckley, Oadby, Melton), labelled for each financial year - and are separately grouped/colour coded on the white board as a visual reminder of progress with each order.

- f. ICT will monitor the status of the order with the supplier until goods are received on site.
- g. Goods will be received by the Authority at the main reception where reception staff will arrange for the storage of received items.
- h. Reception staff will notify ICT of the delivery of the goods.
- i. ICT staff will arrange for the collection of any accompanying delivery documentation and transfer the goods into the secure storage area, and undertake basic checks (e.g. items received against delivery note, items received against those expected on Order) and any queries processed.
- j. Notice of received goods will be e-mailed to Glennis.brightmore@hinckley-bosworth.gov.uk together with a note of the service area
- k. ICT will then advise Steria / ICT / responsible member of staff or ICT contractor of the receipt of the goods in order that they may progress the implementation of any associated work order / service call.
- l. ICT will then update the Orders.xls spreadsheet with the received status of the order, the reference of which will be used to approve payment on review of the Creditors Transactions for Approval in accordance with the Authority's Financial regulations.

SECTION B: RECORDING OF VALUED ICT ASSETS

1. PURPOSE

The purpose of this procedure is to provide guidance to the Council's ICT employees and supporting contractors regarding the identification and management of valued ICT assets.

2. SCOPE

This procedure applies to all valued ICT assets received into the Council. This procedure applies to all employees of the Council and responsible contractors acting on behalf of the Authority.

3. PROCEDURE

- a. All Valued (Capitalised) assets shall be acquired through an itemised purchase order which defines the quality and quantity of items purchased as described in the **PROCUREMENT AND RECEIPT OF ICT ASSETS** procedure above.
- b. Once the asset has been received by the Council, ICT Administration will inform Steria who will assign an engineer to:
 - Complete DOA testing where appropriate
 - If the equipment has passed its initial checks (and is being retained) equipment is marked with the council's post code, and allocated a unique Asset Number, e.g. **HBBC LE10 1BZ nnnn** . This is done using "asset tag" stencils (stored in ICT), which are placed on the equipment...and over which special paste is applied – the letters consequently appear on the asset, and the nature of the material makes them difficult to remove.
 - Record all relevant '*Asset Details*' on the STARS CMDB Template example below from version 3) and email to the Configuration Management Team to update the CMDB (gsc.cmdb.team@steria.com):

manufacturer
 model
 serial.no.
 asset.tag
 Contact Name
 Department
 company
 building
 subtype
 install.date

istatus
Cost Centre

- c. The Steria Engineer is then responsible for the completion of any associated work request.
- d. Users are responsible for reporting damage, change or discrepancies to any valued asset item to the Line Managers and the ICT service and by completing and submitting a work request. Items will not be updated within the inventory until such time as the work request is produced and submitted.
- e. Service area Systems Administrators or ICT staff can request the change of status (location, upgrade, modification, return to stock, disposal) of a valued ICT asset at anytime through the completion of a work request encompassing all relevant information.
- f. The service area System Administrators are responsible for reporting any and all theft/loss of valued assets within three (3) calendar days after the loss is discovered by completing and submitting a work request. Items will not be removed from inventory until such time as the Theft/Loss work request is produced and submitted.
- g. The ICT section is responsible for making certain that the asset records for valued ICT assets are maintained in line with the above procedures. To assist ICT with this, and both in-house and contract engineers are asked to complete a Combined Equipment Issue Return Form (**see: Form FW-CIR**, below), which is signed by the relevant staff member when equipment is issued to them – and is also used to check against when equipment is returned.

Note: it is important that the CMDB is properly maintained with details of equipment returned.

This is highlighted on the FW-CIR form as follows:

.Please ensure that all returns are communicated to the **Service Desk** so that the CMDB can be updated: **Building**=ICT Store (i.e. location of the stored equipment), **Status**=Warehouse, **Contact**=N/A, **Department**=N/A



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ICT SHARED SERVICES COMBINED EQUIPMENT ISSUE AND RETURN FORM

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This form must be completed for all staff receiving or returning equipment to ICT.

(a) This Section To Be Completed By The Person Receiving or Returning Equipment

I confirm that I have Received/Returned (complete section below) the equipment detailed over the page, and (where required) have been trained in its assembly and use

Equipment Received	Equipment Returned
Name (please print) :	Name (please print) :
User Log-in (e.g. asmith, asmith2) :	Signature :
Signature :	Date :
Date :	Employing Authority : (please select)
	<input type="checkbox"/> BDC <input type="checkbox"/> HBBC <input type="checkbox"/> HDC <input type="checkbox"/> MBC <input type="checkbox"/> NWL <input type="checkbox"/> OWBC
Training Received : <input type="checkbox"/> (select for YES)	Service Area :

(b) This Section To Be Completed By ICT Services

I confirm that I have Issued/Received (complete section below) the equipment detailed over the page, and (where required) have provided training in its assembly and use.

Equipment Issued	Equipment Received
Name (please print) :	Name (please print) :
Signature :	Signature :
Date :	Date :

Please ensure that all equipment details and changes are registered on the CMDB.

Change Reference

01. Access	<i>Key Fob</i>	<input type="checkbox"/>	<i>3G Card</i>	<input type="checkbox"/>	<i>Mobile Telephone</i>	<input type="checkbox"/>	<i>VOIP Telephone</i>	<input type="checkbox"/>	<i>Camera</i>	<input type="checkbox"/>
	Returned	<input type="checkbox"/>	Returned	<input type="checkbox"/>	Returned	<input type="checkbox"/>	Returned	<input type="checkbox"/>	Returned	<input type="checkbox"/>

02. Router	Asset No.	Serial No.
	Make/Model	

02. Returned	<input type="checkbox"/>

03. Thin Client	Asset No.	Serial No.
	Make/Model	

03. Returned	<input type="checkbox"/>

04. PC or Laptop	Asset No.	Serial No.
	Make/Model	

04. Returned	<input type="checkbox"/>

05. Screen One	Asset No.	Serial No.
	Make/Model	

05. Returned	<input type="checkbox"/>

06. Screen Two	Asset No.	Serial No.
	Make/Model	

06. Returned	<input type="checkbox"/>

07. Docking Station	Asset No.	Serial No.
	Make/Model	

07. Returned	<input type="checkbox"/>

08.	Asset No.	Serial No.
	Make/Model	

08. Returned	<input type="checkbox"/>

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