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ICT ASSET MANAGEMENT POLICY

File	Asset Management Policy	Pages	1	Version	1.6
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Document Control

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DOCUMENT HISTORY

Document Log

Version	Status	Date Issued	Description of Change	Pages affected	Review
0.1	Draft		New Document		
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1.1	Issued	25/07/2016	Inclusion of mobile phones	All	Jan 2019
1.2	Issued	20/02/2017	Updated to reflect comments received during staff exercise	5 and 6	Jan 2019
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1.4	Draft	5/6/2019	Updated to include asset replacement		
1.5	Draft	11/6/2019	Management Board comments on draft	Title and purpose	
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1. Introduction

IT is a key component of the operation of any organisation in this day and age, and having tools to complete the work of the authority is essential in fulfilling the council's objectives.

IT Equipment will need to be of a reasonable build quality to ensure the hardware is robust and can be expected to operate for a reasonable duration. It also needs to be appropriate to the requirements of the employee's role ensuring, that hardware is not providing unnecessary features which cost more. Balancing these elements will ensure any purchase is made with due consideration for the value for money requirement.

All assets that are owned by Herefordshire Council must be accounted for; maintained and controlled as a result these assets must be identified, recorded and protected. Herefordshire Council will adhere to the terms and conditions of any licences and copyrights.

All assets covered within the scope of this policy will be managed as corporate assets which will allow them to be moved within the organisation to be used in the most efficient way to meet the organisation's needs. The corporate IT budget holds the funds for IT equipment based on establishment numbers:

Adults and Communities	Children and Families	Economy and Place	Corporate Centre	
362	410	559	302	*1633

* Note this does not include devices issued to partners.

If new appointments are made (e.g. as a result of increased demand for specific service or through additional external funding) then the service will have to take account of that through their own budget.

2. Purpose

The purpose of this policy is to outline the arrangements for the management of IT equipment in recognising that IT is an essential tool in enabling employees and members to deliver services to residents. The policy specifically addresses PCs and mobile phones to ensure that they are identified, recorded, protected and renewed, and that this is done in a way that supports the organisations objectives to reduce the costs of services and to ensure that they are cost efficient. There will also be a requirement to recognise that some services will need bespoke IT equipment, which can be covered as part of the following policy.

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3. Scope

This policy is intended for all Herefordshire Council Councillors, Committees, Departments, Partners, Employees of the council, contractual third parties and agents of the council who have been designated as authorised users of any assets.

4. Principles

The core principles of this policy are:

- All equipment will be issued on the basis of the role that the individual performs for Herefordshire Council.
- Each directorate will have an allocation of devices based on establishment numbers. The cost of this equipment will be covered by the corporate budget. Similarly, each directorate will have an allocation of mobile phones, though not a requirement for all staff to do their job.
- Devices for staff over and above establishment (new posts) and mobile phone allocation above current levels will need to be paid for by the service using their own funds into the Corporate budget. This will also need to cover on-going costs.
- All externally funded posts should have the necessary costs for any IT equipment included within the funding award, if not part of the funding the cost will need to be covered by the service by transfer of funds to the Corporate IT budget.
- New equipment will be issued from a 'pool' of available hardware that meets the requirements on the employee's role.
- Equipment will be replaced on a like for like basis. Over and above standard requirements will need to be paid for by the service.
- Lack of due care and attention of any IT equipment leading to damage, loss or theft may result in the services being billed for the replacement.
- All IT purchases must be via Hoople as the council's IT supplier. Individuals may purchase their own laptop bags and other device accessories but this cost is not refundable by the council via IT or the individual service area.

5. Procurement

Procurement of any computer devices including software and systems must be via Hoople IT. Consideration must also be given to the maintainability of the asset within the organisation i.e. that is their resource insufficient to use and support the asset. Any bespoke requirement prior to any procurement should be raised with the IT Services' Asset Manager to ensure that there will be no unnecessary duplication of assets, the asset will function within the council environment, data and information governance, along with the licencing requirements having been considered.

When procuring any IT assets via Business World an IT account code must be used.

Procurement of all mobile phones will be from the corporate contract only and via Hoople IT at a cost to the service, (service charges are retained within the service area). Mobile phones will only be issued on a need basis (i.e. required by role); they are not issued to all staff by default – allocation of mobile phones must be approved by Assistant Director and budget holder.

Mobile phones will be based on an agreed set of standard devices. If a user requires additional services as part of their phone contract such as tethering, international roaming or additional data, these must be approved by the relevant budget holder and signed off by Information Governance.

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6. Asset Tagging

Devices will be allocated a unique asset reference number which in the case of some hardware devices will also be printed and affixed to the device. This will enable not only tracking of the asset but also aids reporting of any issues. The asset tags are not to be removed from any device and any that become unreadable or lost must be reported to the IT Service Desk. All assets will have an identified user responsible for the device who will remain responsible for the asset until returned. All licence documents, contracts and software for assets are to be held securely by the IT Asset Manager.

7. Asset Replacement

As a standard, devices will be replaced in region of every four –five years linked to the replacement programme and use. A four/five year cycle has been deemed optimal based on the expected life of equipment, maintenance costs, warranties, etc.

A number of PC replacements will be standardised as laptops to support flexi-working at different sites and locations. These will be supported by universal docking stations, with a phased withdrawal of desktop devices. A small element of remaining desktops will be available at multi-agency-offices (MAOs), flexi-desk areas, and within specific teams if a business case is made.

It is the responsibility of all staff to care for the equipment they are allocated (including chargers and other accessories).

PC monitors that are broken will be managed corporately and not charged to the service. Monitors will be replaced with a like for like in response to a call being logged with the IT Service Desk in the normal way. At no point should monitors be moved unless agreed as part of an accommodation move.

For officers seconded to the council, as the host Herefordshire Council will need to provide IT equipment. If a member of council staff is seconded to another part of the organisation it is the responsibility of that organisation to provide any necessary IT equipment.

8. Leaving the Organisation

When an individual leaves a post all associated IT equipment must be returned to IT – this will enable IT to securely wipe and reconfigure the device for reallocation. It is the responsibility of the individual to ensure equipment is returned directly to ICT Services before the individual leaves their position with the council. If allocated equipment is not returned within 4 weeks of the individual vacating their role then the individual will be charged for replacement equipment.

Any replacement for the post will be provided with IT equipment as outlined in the previous core principles.

In no circumstances can a member of staff who have left the organisation retain any IT equipment due to the responsibilities and liabilities covering employees of the council.

9. Staff Transfers

Devices can be kept within the directorate but this will be on a case by case basis and must be approved by the IT Asset Manager. If a member of staff is transferred within the organisation to a new post their equipment needs to be returned to IT and a new allocation made by the host

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department (to ensure data security and that their equipment remains appropriate for their new role). If the new role increases the directorate establishment threshold, then that directorate will be expected to fund any new equipment.

10. Asset Disposal / End of Life

IT Services will dispose of all assets in compliance with the Waste Electrical and Electronic Equipment (WEEE) Directive. No assets will be disposed of by any other users. This will ensure that not only the assets are disposed of appropriately including software, hardware and data but that their records are decommissioned from all relevant systems and that allocation of assets to users is also updated. If users dispose of assets and are unable to return them when required they will be held responsible for those assets which could include any fines for incorrect disposal, data leaks, licence infringements and the cost of the asset.

If equipment is functional and of a reasonable state but no longer compatible within the council specifications then the equipment can be made available to local authority operated secondary schools. The PC will be securely wiped of all data, therefore the recipient school will be responsible for the costs of any replacement software and ongoing costs. Schools will need to be enrolled on a scheme to receive equipment which will be provided on a first come first served basis.

Member's IT equipment will be renewed at each local election. Equipment that is still of a good state will be reused within the organisation.

11. Damaged, stolen and lost equipment

If equipment breaks or is damaged it will be the general practice that it is repaired. A temporary replacement will be made available for use whilst the faulty device is fixed (this could be a lesser specification). If not repairable then a replacement will be provided from the available 'pool' or a new device ordered (this may take some time from order to delivery). Replacement devices will be of the same specification (they may be of higher specification if no suitable spares are available in the spare 'pool'). Negligence in the care of equipment including accessories (e.g. cables) resulting in damage, loss or theft will result in the service being liable for costs of a replacement device.

12. Mobile Phone - User Responsibilities

Full details of the user responsibilities for the use of a mobile phone are included in the policy for Information [Security Personal Responsibilities Policy](#). In addition to these responsibilities users are responsible for the return of the device to IT Services when it is no longer needed whether this is due to a change in requirement, a change in role or if the user is leaving the organisation. If the phone is lost this must immediately be notified to IT Services so that the phone can be barred and the handset blacklisted to prevent both unauthorised access and excess call and data charges being incurred. IT Services will provide contact details to report the loss to our mobile phone supplier. If considered stolen this must be reported to the police. All mobile phones have an identified user and that user will remain responsible for the mobile phone until the IT Asset Manager has been advised that it has been transferred and confirmation received that the record updated with this information. When a user leaves the organisation they will be responsible for returning all assets included in the scope of this policy that they have been allocated and remain responsible for them until they are returned.

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13. Mobile Phone - Line Manager Responsibilities

All managers have the same responsibilities as any user if they themselves have a mobile phone. In addition to this managers are also responsible for updating IT Services of any of the following changes to circumstances:

- a member of their team who has a phone leaves their department
- a new member of staff transfers into their team with an existing mobile phone
- a member of staff leaves the organisation
- a holder of a mobile phone is using the device for emergencies only and bills are expected to be zero or very low
- organisation change resulting in staff moving between cost codes.

In addition to this all managers who are budget holders are also responsible for reviewing all monthly charges against their cost codes to ensure that they are identifying any charges that should be against a different code, any which should be cancelled, to identify any excess usage by staff and to check the usernames to ensure that those who have phones for which you are being charged should still have a phone. Should excess usage be identified then line managers are also responsible for discussing with the end user their usage to understand the business requirement and if necessary, discuss with IT Services to ensure that the most appropriate and cost effective phone contract is being applied to the phone.

It is the role of the line manager to seek agreement from Information Governance for an employee to use a council device out of the country. This will be in exceptional circumstances with a business case outlining need and the risks relating to the protection of data in different countries and consequence of theft or confiscation.

14. Mobile Phone Asset Management Responsibilities

Herefordshire Council have requested that Hoople manages their assets including the mobile phone contract on their behalf and are responsible for:

- Conducting the procurement of devices
- Maintain an asset database
- Monitor use of phones
- Manage requests for new items, including checking for duplicate phones assigned to users
- Monitor contract with the mobile phone supplier and to address any issues
- Reconcile supplier database to Asset register
- Install MaaS Licences to ensure devices are secure
- Process returned phones ready for decommissioning and reallocation including wiping the handset with stored information.

15. Policy Compliance

If any user is found to have breached this policy, they will be subject to Herefordshire Council's disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

16. Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 3 years.

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