

<i>Reference number</i>	
<i>Approved by</i>	<b>Information Governance Steering Group</b>
<i>Date approved</i>	<b>27<sup>th</sup> January 2016</b>
<i>Version</i>	<b>1.3</b>
<i>Last revised</i>	<b>June 2018</b>
<i>Review date</i>	<b>June 2021</b>
<i>Category</i>	<b>Information Assurance</b>
<i>Owner</i>	<b>Information Governance</b>
<i>Target audience</i>	<b>All staff</b>

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## ASSET MANAGEMENT POLICY

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Owner	Information Governance	Distribution	HC	Classification	Unclassified

# Document Control

This is a CONTROLLED document and updates or changes to this document are authorized and then advised by email to the relevant document holders.

It is UNCONTROLLED when printed. You should verify that you have the most current issue.

## DOCUMENT HISTORY

# Document Log

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Version	Status	Date Issued	Description of Change	Pages affected	Review
0.1	Draft		New Document		
1.0	Issued	27/01/2016	Approved by IM&T		Jan 2019
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
1.3	Issued	14/06/2018	Reviewed under GDPR		June 2021

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## Policy Statement

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.

## Purpose

The purpose of this policy is to ensure that all assets are managed in accordance with best practice procedures to ensure that they are identified, recorded and protected 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.

## Scope

This policy applies to all IT assets which are used by end users directly and includes but is not limited to:-

- Laptops
- Tablets
- PCs
- Docking stations
- Monitors
- Mobile and desk phones
- Remote access tokens – Cryptocards
- Cameras
- Media storage - CD/DVD drives, removable hard drives, flash drives
- Applications
- Software systems
- Smartphones
- Standard mobile phones
- Devices with SIM cards eg iPads, CCTV equipment

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.

## Ownership and Availability

All assets types listed in within the scope that are procured by Herefordshire Council are to be managed to support the organisation's needs. This may result in assets which have previously been procured by one team or department being transferred for use to another without an equivalent transfer of funds. All assets are to be identified and made available to enable this, however, speciality assets will be managed and monitored but will not be transferred.

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A stock of standard assets will be maintained by ICT Services and requests for standard assets will be sourced from this stock at no additional cost to the team or department that requires the asset.

## Procurement

Procurement of all assets must be from approved suppliers following an evaluation of the business need taking into consideration suitability, ease of use, efficiency, cost including implementation, migration from and integration into relevant existing systems. Consideration must also be given to the maintainability of the asset within the organisation i.e. that is there resource in sufficient to use and support the asset.

Prior to any procurement all proposals should be discussed with the ICT Services' Asset Manager to ensure that there will be no unnecessary duplication of assets, the asset will function within our environment and that the licencing requirements have 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 ICT Procurement, will be permitted if either the request meets pre-approved criteria or following an evaluation of the business need it is approved by an approval manager within Herefordshire Council. The details of the approval process can be found in the Mobile Phone Approval Process.

The pre-approved criteria is as follows:

- The individual is as Lone worker
- The individual is a remote worker who does not have a corporate laptop (use jabber instead)
- The individual need to work in emergency situations (resilience team) to receive and/or make calls
- The Individual is a Senior manager - CE, Director, Assistants, Deputy, HoS

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.

## Delivery

IT assets must be delivered to ICT Services offices unless previously agreed otherwise. This will allow the asset to be appropriately recorded into the asset management systems and any asset tagging to be carried out.

## 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 ICT Service Desk.

## Installation

Assets must not be used for business purposes, added to the network or installed on computers without the prior approval of ICT Services which can be obtained by following the change

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management process. This requires that a Service Request (incident) is logged with the Service Desk for approval. This will either be a standard request which is effectively pre-approved if it meets certain criteria or a normal request which will be authorised at different approval levels depending on the assessed risk of the asset.

At installation all assets will have an identified user, the details of which will be recorded along with the other asset information. All licence documents, contracts and media for assets are to be held securely by the ICT Asset Manager.

### **Asset Movement**

All asset moves between users must be approved by the Asset Manager. As assets have an identified user that user will remain responsible for the asset until the 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 that they have been allocated.

### **Asset Disposal**

ICT 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.

### **Mobile Phone - User Responsibilities**

Full details of the user responsibilities for the use of a mobile phone are included in the Acceptable Use 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 your line manager and 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 you with contact details to enable you to report the loss to our mobile phone supplier. If you believe that the phone has been stolen you must also report this to 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.

### **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 leave their department
- a new member of staff transfer into their team with an existing mobile phone
- a member of staff leaves the organisation

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- a holder of a mobile phone is using the device for emergencies only and bills are expected to 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 that 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.

### **Hoople’s Responsibilities**

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

- Assisting to deal with queries from users/managers for both the procurement and the management of assets
- Maintain an asset database based on information supplied by managers and users
- Monitor use of phones and report on zero usage where phones have not been identified as for emergency use only
- Manage requests for new including checking for duplicate phones assigned to users
- Monitor contract with the mobile phone supplier and to address any issues
- Reconcile EE 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.

### **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).

If you do not understand the implications of this policy or how it may apply to you, seek advice from your line manager.

### **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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