# Digital Technologies Geelong
## ASSET MANAGEMENT POLICY

## 1. Statement of policy

The purpose of this document is to establish and define policies for procurement, lifecycle replacement and disposal for all IT related hardware and software owned by Digital Technologies Geelong (DTG). These policies are intended to provide a balance between optimum use and on-going maintenance costs to enable staff to perform their work effectively.

IT equipment becomes more expensive to service and support as it ages. DTG shall maintain a lifecycle replacement program for some Gordon owned IT equipment to ensure that it is replaced on a regular basis. Other IT equipment shall be replaced as the need arises or as deemed necessary.

Cyclic Replacement of IT equipment is defined on Page 6 of this document. Once the equipment has reached end of life it is replaced and then disposed of.

Desktop computers, laptops, servers and core switching infrastructure must be covered by full on-site warranty and associated support levels.

The life cycle time-frames normally reflect manufacturers standard and extended warranty periods for newly purchased IT equipment.

All hardware, software, or components purchased with DTG funds are the property of DTG. This also includes all items purchased using employee funds for which the employee is later reimbursed.

## 2. Scope

This policy applies to all IT equipment owned by DTG including but not limited to the following:
- PC workstations
- Laptops
- Printers
- Servers
- Switches
- UPS
- AV equipment
- Scanners
- Tablets (IPads etc.)
- Gordon purchased software
- Other equipment as deemed the responsibility of Corporate Information Solutions

The policies set out in this document relate to all employees, permanent, part time or casual, contractors and sub-contractors and any person(s) who uses DTG IT assets.

## 3. Definitions

The following terms and abbreviations are specific to this policy:

**Asset**: An asset is defined as any IT hardware or software resource that either is identified in an asset register by an official DTG Asset Tag or any asset that is deemed to be an IT resource supported by Corporate Information Solutions.

# 4. Principles

## 4.1 Asset purchasing policies

### 4.1.1 General information

Hardware and software purchases for DTG should be appropriately sourced to ensure quality, consistency and reliability. To facilitate adherence to these standards all IT hardware and software requests for purchase must be made through Corporate Information Solutions Service Desk.
Once the request has been approved Corporate Information Solutions shall enter a purchase requisition on behalf of the requestor.

DTG enters into preferred supplier arrangements with one or more vendors for the procurement of IT hardware and software. These arrangements shall be reviewed periodically and are based on price, suitability, reliability and service levels.

For all requests for hardware and software purchases refer to the hardware and software policies as outlined below.

### 4.1.2 Asset financing

Gordon wide policy decisions on purchasing or leasing of assets shall be directed by the Chief Finance Officer in consultation with DTG Chief Information Officer/Delegate.

### 4.1.3 Hardware Purchase policy

DTG shall ensure that staff are provided with the appropriate IT devices to be able to meet the needs of the position.
All hardware purchases exceeding $500 must be approved by the Head of Centre or their delegate before purchasing can proceed.

All IT hardware is to be purchased by the Corporate Information Solutions. This will ensure that all hardware purchased is recorded into an inventory tracking system and all documentation of ownership is properly stored and maintained.
Current process dictates that Corporate Information Solutions shall asset tag all computers, laptops, printers, servers, switches, relevant AV equipment and UPS devices using DTG's approved tagging system.

Hardware purchased by Corporate Information Solutions shall meet or exceed the minimum system standards as outlined in the *CIS Hardware Standards and Configurations*. This standards document is maintained to reflect current purchasing standards as defined by Corporate Information Solutions.
In order to ensure adequate CIS support for peripherals, standardisation of assets wherever possible should be adhered to. Where additional or specialised hardware is required for Gordon owned equipment the requestor shall endeavour to adhere to standards published by Corporate Information Solutions except where there are reasonable operational or performance reasons to depart from such standards.
Where additional or specialised hardware is required to be purchased, the requestor must provide the relevant specifications to Corporate Information Solutions for assessment and/or advice prior to purchase. All hardware purchases must be in line with CIS systems architecture.
Only hardware purchased through Corporate Information Solutions will be eligible for technical support
The only exception to this policy exists within the test laboratories used by The Information & Communication Technology (ICT) Program on the East Geelong campus – E2.08, E2.22 & E2.23.

This area shall be responsible for their own hardware purchases for these rooms although consultation with Corporate Information Solutions should still occur.

### 4.1.4 Software Purchase policy

The purpose of this policy is to ensure that DTG is meeting its responsibilities as software purchasers by making certain that all software procurements are legal and appropriately accounted for. This will also ensure that all software purchased is recorded into an inventory tracking system and all documentation of ownership is properly stored and maintained.
All software purchases exceeding $500 must be approved by the Head of Centre or their delegate before purchasing can proceed.

DTG does not condone the use of any software that does not have an appropriate license.
DTG does not condone software piracy or illegal copying or distribution of any software.

It is the responsibility of all Gordon employees to understand and adhere to the following software policy directions:
- DTG shall ensure that staff are provided with the appropriate licensed software to be able to meet the needs of the position
- Staff must not acquire or purchase any software applications except as approved by Corporate Information Solutions. All software is to be purchased by the Corporate Information Solutions. This includes all specialist software applications
- Only software procured through or approved by Corporate Information Solutions shall be considered as authorised software
- Only software procured through or approved by Corporate Information Solutions shall be considered eligible for technical support
- Software applications are required to undergo a testing and evaluation process prior to being purchased by Corporate Information Solutions
- All specialist software purchases must be accompanied by the appropriate levels of support maintenance
- Software purchases must be used in accordance with licensing conditions and intended use (I.E. educational licenses cannot be used for commercial or general purposes unless stated in the license agreement)
- All software purchase requests must be in line with CIS systems architecture and standards
- All software purchases must be accompanied by the appropriate amount of licenses
- Software as a Service (SaaS) solutions must be approved by Corporate Information Solutions prior to engaging with service providers
- The only exception to this policy exists in the test laboratories used by The Information & Communication Technology (ICT) Program on the East Geelong campus – Rooms E2.08, E2.22 & E2.23. This area shall be responsible for their own software purchases for these rooms. The Information & Communication Technology (ICT) Program must ensure the test laboratories have adequate controls in place to protect against misuse and the access of inappropriate content. Antivirus controls must also be in place to mitigate the spread of potentially harmful viruses to DTG network.

## 4.2 Software copyright policy

DTG and its employees must comply with all licensing or purchasing terms and conditions required by suppliers that regulate the use of any software acquired or used.

DTG is committed to providing sufficient quantities of legitimate software to meet each of the Institutes software needs.

DTG shall under no circumstances tolerate the making of unauthorised software copies by employees within our organisation.

Employees are required to immediately notify their direct manager or Corporate Information Solutions Manager of any illegal copying of software or related documentation of which they become aware.

## 4.3 Software installation policy

The purpose of the software installation section of this policy is to address relevant issues pertaining to appropriate software installation and deployment on DTG end-user IT resources.

- Software applications are to be installed on Gordon owned end user devices by CIS personnel or under their direct supervision or through a process approved by Corporate Information Solutions
- There are some authorised software applications that may be installed by end users without supervision. These self-installable applications can be accessed through Add\Remove programs on the local computer or through the Corporate Information Solutions Application Catalog accessible via the staff portal. Only applications that are appropriately licensed will be available via this method of installation
- All software installed on Gordon systems must be used in compliance with all applicable licenses, notices, contracts, and agreements
- All users of DTG IT resources should understand that it is against DTG policy for any person to install any of the following software:
  - Privately owned software
  - Internet downloads
  - Pirated copies of any software titles
  - Any software not installed according to the directives set out in this policy.
- Enterprises or Support Services who, in their research, identify potential benefits from using shareware or freeware products should consult with Corporate Information Solutions prior to installation
- Corporate Information Solutions reserves the right to uninstall any unapproved software from any DTG-owned machine
- Corporate Information Solutions reserves the right to monitor software installation and usage on DTG IT resources. Corporate Information Solutions shall conduct periodic audits to ensure compliance with this Software Installation Policy. During such audits unsanctioned software may also be uninstalled at this time.

## 4.4 Software installation in classes

Where possible software purchases for classrooms should be purchased as a classroom set. If the classroom has 20 computers then 20 licenses would be required to enable all computers in the classroom to be licensed to run the software application.

For software installations into classrooms Corporate Information Solutions requires the following timeframes:
- For existing software – 2 weeks from the time of notification of requirements
- For new software – 2 weeks from the time of software license acquisition.

## 4.5 Asset lifecycle replacement policy

### 4.5.1 Overview

All IT resources have a limited life span which necessitates the need for cyclic replacement to ensure that adequate computing resources are available to staff and students.
Cyclic Replacement entails the periodic replacement of outdated equipment with new equipment. This is conducted on a one for one basis.

This policy establishes guidelines required to maintain a lifecycle of IT equipment within a useful and expected lifetime.

### 4.5.2 Policy scope

The Lifecycle Replacement Policy addresses the recurring replacement needs for IT equipment utilised by staff and students for normal day-to-day activities in computer laboratories and offices within DTG, including remote campuses. This includes computing resources used by part-time and sessional staff. This policy also addresses the cyclic replacement needs within the two data centres.

### 4.5.3 Lifecycle replacement policy

The following lifecycle replacement timeframes are currently in place for all in service IT resources.

| Equipment Type | Deployment |
|---|---|
| PC Workstations | 4 years |
| Laptops | 4 years |
| Servers | 5 Years |
| Printers | Breakdown |
| Switches | As required |
| UPS | Breakdown |
| AV Equipment | Breakdown |

* Breakdown – No timeframe specified. When the equipment is deemed no longer cost effective to repair a replacement will be purchased instead of being repaired.
* As required – No timeframe specified. This equipment will be used until no longer capable of fulfilling current or future needs.

After this time, the equipment is considered "obsolete". Once equipment is classified as being "obsolete", it must be disposed of in accordance with the Asset Disposal Policy in this document.

Equipment that is deemed to be end of life in accordance with the replacement lifecycle as listed above, such as desktop computers, laptops, servers and printers are not to be redeployed within DTG except in the instance of a relevant business case being presented to and approved by the IT Operations Manager. The business case must be inclusive of the total amount of equipment required, clearly defined purpose of use and expected date of return to Corporate Information Solutions.

## 4.6 Asset relocation policy

### 4.6.1 Overview

As part of normal Gordon operations staff members may be required to physically relocate from one area to another. This process may also involve the relocation of IT equipment. The purpose of this policy is to establish and define standards for relocation of IT equipment supported by Corporate Information Solutions.

### 4.6.2 Policy scope

This policy applies to all local and remote employees, management, contractors and any other parties who rely on access to DTG IT resources. This policy also applies to all IT equipment supported by Corporate Information Solutions.

### 4.6.3 Relocation requests information

The following timeframes apply for all IT equipment relocation requests:

- Relocations of individual IT equipment must be received a minimum of 3 business days in advance of the requested action date
- Relocation of offices or classrooms must be received 2 weeks in advance of the requested action date.

However, to ensure that your preferred action date can be met, it is recommended that requests are submitted as far in advance as possible.

In the event of an emergency request, advance notification is not required. These shall be handled on a case-by case basis (i.e. water damage, OH&S situations).

While all approved relocations shall be performed in accordance with the above timeframes, they may be delayed in the event of an IT related problem or emergency.

When requests for relocation are made the requester must ensure that all relevant information accompanies the request, including:

- Asset Type (Computer, Printer, etc.)
- Device Name (Computer name)
- Current Location
- New Location
- Date for Relocation

When relocating IT equipment from one location to another the requester may need to enquire as to the availability of sufficient data and power connections in the new location. Corporate Information Solutions technical staff will be able to assist with this information. If adequate data and power are not available in the new location Corporate Information Solutions can provide a costing to make the new location suitable for use. The requester shall be responsible for provision of funds for any new power and data requirements associated with the relocation.

When relocating IT equipment the requester/facilities management must ensure that all desks or tables required to position the equipment on is in place prior to the IT asset relocation date.

If data and power points are not located in an appropriate position in the new office/open area then CIS can arrange for new points to be installed. This installation shall be at the cost to the Enterprise / Support Service.

Please note, cables shall not be run across doorways or through walking areas as this causes OH&S concerns.

## 4.7 Asset disposal policy

### 4.7.1 Overview

The purpose of this policy is to establish and define standards, procedures, and restrictions for the disposal of IT equipment in a legal, environmentally friendly and cost-effective manner. DTG's surplus or obsolete IT equipment must be disposed of according to legal requirements and

environmental regulations through appropriate external agents. Therefore, all disposal procedures for obsolete IT equipment must adhere to Gordon approved methods.

### 4.7.2 Policy scope

This policy applies to the proper disposal of all Gordon IT equipment as listed in this document. Gordon owned IT surplus equipment, obsolete equipment, and any equipment beyond reasonable repair or reuse are covered by this policy.

### 4.7.3 Equipment disposal

When IT assets have reached the end of their useful life they must be collected by Corporate Information Solutions for proper disposal. End of life definition is provided on page 6 of this document.

Information Systems shall ensure that all data is securely erased from all storage mediums in accordance with current industry best practices.

Equipment which is working, but reached the end of its useful life shall be disposed of through selected Asset Recovery Services.

Employees cannot purchase their office computer, laptop, printer or peripheral devices.

Any equipment not in working order shall be disposed of according to current environmental guidelines. This will at times incur an environmental waste fee. Corporate Information Solutions has selected several organizations to donate or properly dispose of outdated technology assets.

Prior to the physical disposal of assets, all equipment must be identified as disposed in the Corporate Information Solutions inventory system.

Disposal of surplus IT assets shall follow existing financial policies and procedures, including the provision of a complete list of disposed IT assets being presented to Finance.

### 4.7.4 Asset recovery services

Whenever possible, it is desirable to recover some residual value from obsolete or surplus IT equipment. Some equipment will have little or no value once beyond the life cycle timeframe. It is important to be realistic as in some cases, resale value will be small or zero.

Asset recovery services should be used to obtain a fair market value for the old equipment. Corporate Information Solutions has a relationship with several Asset Recovery Service companies who can provide this service to DTG.

### 4.7.5 Internal transfer

On occasion obsolete hardware assets may be transferred to another Enterprise / Support Service within DTG. These assets shall not be connected to DTG network once transferred.

A business case addressing the requirements for obsolete computing equipment must be sent to the IT Operations Manager for evaluation. The acceptance of the business case and any subsequent internal transfer shall be at the discretion of the IT Operations Manager in consultation with the relevant Education Manager / Head / Manager.
Following agreement on the transfer of assets and prior to the assets being transferred a Transfer of Assets within DTG form shall be completed and signed by both the IT Operations Manager and the receiving Education Manager / Head / Manager.

Transfer details must then be forwarded to the Finance department for sign off by the Chief Finance Officer and inclusion or amendment within the asset register.

Once the assets have been relocated it is the responsibility of the receiving Enterprise / Support Service to dispose of the assets in an environmentally responsible manner and inform the Finance department of the assets disposal. The receiving area shall ensure that all data is securely erased from all storage mediums in accordance with current industry best practices prior to disposal.

At this time any costs associated with the correct disposal of the transferred assets shall be the responsibility of the receiving area.

Once assets have been transferred and relocated there will be no support available from Corporate Information Solutions for these assets.

### 4.7.6 Donated assets

On occasion obsolete hardware assets may be donated to non-profit organisations. A request for donations must be submitted in writing to the IT Operations Manager for evaluation and assessment of the availability of suitable assets. The acceptance of the request and any subsequent donation shall be at the discretion of the IT Operations Manager in consultation with the Chief Information Officer / Delegate.

## 4.8 Lost / stolen assets

### 4.8.1 Theft

In the case of theft, DTG security must be notified immediately and you must contact the Facilities Manager who shall instigate the appropriate procedures. An incident report form is available on the OMS and must also be completed and sent to the Facilities Manager.

DTG IT assets must not be left unattended in vehicles in full view.

### 4.8.2 Lost / missing

As soon as the item is noted as missing a thorough search should be initiated. If the item cannot be located Corporate Information Solutions must be contacted to report the equipment missing. Replacement of lost equipment shall be at the expense of the Enterprise / Support Service and not Corporate Information Solutions.

# 5. Governance / responsibilities

| Position | Governance / Responsibility |
|---|---|
| Corporate Information Solutions | To maintain accurate records of all IT assets and their locations. To facilitate this responsibility the Asset Relocation Policy has been developed.<br>Corporate Information Solutions shall be responsible for decommissioning and re-commissioning of all supported IT equipment. IT equipment is not to be relocated without the prior approval of Corporate Information Solutions. |
| Facilities and Corporate Information Solutions | Shall work in consultation to provide the best solution for physical equipment relocations.<br>• When the relocation involves a limited amount of equipment Corporate Information Solutions shall provide the relocation service.<br>• When the relocation requires the movement of a classroom or office environment Facilities shall provide the relocation service. |
| Management | Must ensure that staff understands the scope and implications of this document. Although any employee may submit a request for relocation of IT assets all requests must be approved by a relevant manager before submission to Corporate Information Solutions. |

| Employee | It is an offence to breach any of the policies contained within this document. Any employee found to have violated the policies contained within this document may be subject to disciplinary action. |
|---|---|

## 6. Key aligned internal documents

*Action Form QA FO 05.01*

*Transfer of Assets within DTG FIN FO 2.4*

*Self Help Documentation IS PORTAL*

*IS Hardware Standards and Specifications*

## 7. Review and approval

| | Position | Work area |
|---|---|---|
| **Author / reviewer:** | Manager | IT Operations |
| **Custodian:** | Chief Information Officer | Corporate Information Solutions |
| **Endorsed by (if applicable):** | | |
| **Ratified by (if applicable):** | | |
| **Review schedule:** | This policy will be reviewed every 3 years (or earlier as required) | |
| **Last reviewed / updated:** | 20 December 2020 | |