

FAYETTEVILLE STATE UNIVERSITY

INFORMATION TECHNOLOGY ASSET MANAGEMENT

Authority:	Issued by the Chancellor. Changes or exceptions to administrative policies issued by the Chancellor may only be made by the Chancellor.
Category:	Information Technology Services
Applies to:	<ul style="list-style-type: none"> ● Administrators ● Faculty ● Staff
History:	Revised – March 27, 2024 (Technical Corrections) First Issued – August 4, 2023
Related Policies/ Regulations/Statutes:	Computer Replacement and Retirement Computer Technology Purchases and Allocations Fixed Assets Information Systems Acquisition, Development, and Maintenance Purchasing
Contact for Info:	Vice Chancellor for Information Technology and Chief Information Officer (910) 672-1200

I. PURPOSE

This policy (Policy) establishes the minimum requirements and responsibilities for the inventory and management of information technology (IT) assets owned by Fayetteville State University (University). This Policy outlines a systemic, cross-departmental approach to managing IT assets throughout their lifecycles, including planning, acquisition, and disposal when warranted. This Policy also supports the University's commitment to managing the lifecycle of its IT assets and strategic decision making for its IT environment.

This Policy defines responsibilities associated with this Policy and provides guidance to ensure the following:

- IT assets are managed appropriately from the point of acquisition to the time of disposal in a way that is compliant with the University's policies and regulatory obligations.
- IT assets are registered within the IT asset management system for tracking and auditing purposes.
- IT assets are supported and maintained throughout the assets lifecycle so that they deliver best value for the investment.
- IT assets are controlled effectively to protect the data and information that they store or transmit.
- IT assets are administrated for the identification of risk and business continuity planning.

II. SCOPE

IT asset management covers all University physical IT assets purchased by or on behalf of the University including but not limited to all desktops, laptops, monitors, mobile tablets, and mobile devices. The use of any University IT asset implies an agreement with this Policy.

This Policy applies to all faculty, staff, and other associates of the University, including contractors, partner organizations, and suppliers who request or hold IT equipment purchased by or on behalf of the institution. This Policy also applies to students to the extent that University funds are utilized to purchase IT assets on behalf of students.

This policy will define the processes regarding IT Asset Management and the IT Asset Management team will use the policy as part of such processes to ensure compliance.

III. ROLES AND RESPONSIBILITIES

It is the responsibility of the Division of Information Technology Services (ITS) to ensure that the University's IT asset management system is kept up to date daily and routinely checked throughout the year.

IV. MANAGEMENT OF IT ASSETS

The University's IT assets shall be managed as follows:

- All IT assets purchased by the University are the property of the University and will be deployed and utilized in a way that is deemed most effective for addressing the University's needs and objectively demonstrates value for its investment.
- For compatibility and efficiency reasons, IT assets will be issued on a 'fit for purpose' basis based on predefined user roles using standard equipment. Recommendations for altering the user roles and standard equipment will be assessed and approved by the Vice Chancellor for IT and CIO.
- Enquiries about and requests for individual IT assets must be submitted to ITS via an IT Service Request in accordance with current Material Management processes and procedures.
- ITS will assess requests for new and replacement IT equipment and fulfil them with standard equipment that best fits the requirement by aiming to reissue assets held in ITS centralized inventory.
- The procurement of IT assets must be undertaken in consultation with ITS from inception. ITS is responsible for engaging with the University's Materials Management and ensuring that the best procurement practice is followed as per the University's policies and procedures.
- ITS will not, without adequate and suitable further justification, approve or proceed with the procurement of IT assets that do not comply with the requirements of the University's plans, policies, and standards.
- On behalf of the University and in consultation with Materials Management, ITS is responsible for identifying and managing sources and channels for the purchase of IT

assets, utilizing existing framework agreements whenever possible.

- All IT assets (excluding consumable items, e.g., keyboards, mice, etc.) shall be registered in the IT asset management system before being issued or put into use.
- All IT assets must be assigned to individual users or to a department point of contact who will be held responsible for the IT assets care and security whether they are in use, storage, or movement.
- Information about all IT assets will be held in the IT asset management system, which will be maintained by the ITS, to enable the assets to be tracked, managed, and audited throughout their entire lifecycle.
- All IT equipment purchased by the University will be stored in centralized IT asset management storage managed by ITS when they have not been issued or are not in use.
- IT assets will be adequately administered and maintained to ensure they remain fit for purpose and compliant with the licensed conditions of use during their entire lifecycle.
- Individual users or departments will be held responsible for protecting the IT assets that have been assigned to them against physical or financial loss whether by theft, mishandling or accidental damage, by using appropriate physical security measures.
- This includes the procurement of protective carry cases, screen protectors and other protective accessories where applicable to be purchased by the department responsible for the device. The department responsible for the devices care, will be accountable for any repair or replacement costs for damaged or lost devices.
- End users shall not install unapproved software on devices. Requests should be made to ITS to have additional software that is not on the approved software list installed on to a device. Any software installed must be legitimately purchased and licensed for its purpose of use. End users shall contact ITS if they need to move, reassign, or return IT equipment.
- All IT assets that are no longer in use must be returned to the University for redeployment. This includes where the assets were purchased using research, departmental or institutional funds.
- To ensure the confidentiality of information, any IT asset that has been used to process, store personal, and/or sensitive information will be wiped before being reissued and must go through a physical disposal and destruction process at the end of its useful life as defined by the Computer Replacement Policy.
- The management of IT assets must comply with this policy. Breach of this policy may result in any device being remotely wiped, blocked from the University's network, and being prevented from using University provided services and software. A breach may also be considered a disciplinary offense.

V. NEW IT ASSETS

All new IT assets are recorded in the University's IT asset management system. This system includes the below details per asset:

- University Asset Tag
- Device Name
- Product Name
- Serial/Service Tag Number

- Employee User (If Applicable)
- Employee Position Number
- Room Name (If Applicable)
- Location

VI. ASSET CHANGES

The following applies to changes to IT assets:

A. Replacements

If an asset becomes faulty and/or broken and cannot be repaired by the University's supplier, a replacement device shall be issued.

- For leased assets, the record and associated finance must remain within the University's IT asset management system and the new device asset tag and serial/service tag number must be updated in the system.
- For owned assets, the record must be marked as 'Bench' and specify 'Disposal' in the 'Reason' text box. A new record is created for the replacement device as if it was a new IT asset.

B. Upgrades

Upgrades for IT assets shall be conducted as follows:

- For leased assets, no upgrades are carried out during the leasing period.
- For owned assets, if an upgrade was required to replace faulty parts or increase performance then these changes are updated and reflected in the University's IT asset management system.

C. Disposal of Assets

IT assets shall be disposed of as follows:

- For leased assets, devices are returned according to the leasing agreement at the end of the rental period defined by the appropriate ending option.
- For owned assets, the record must be marked as 'Bench' and specify 'Disposal' in the 'Reason' text box. Information Technology Asset Management (ITAM) technician then contacts the University's Central Warehouse contact to arrange for the assets to be collected from ITS.
- All destruction certificates are stored within the IT asset management system with its associated asset.

D. Lost Assets

If an asset is lost or stolen, it should be reported to the Division of Information Technology Services and the Division of Legal, Audit, Risk and Compliance as soon as possible.

- If the asset is leased, the cost of a replacement device is sent to the relevant department once this has been purchased. The IT asset record and associated finance must remain within the University's IT asset management system and the new device asset tag and serial/service tag number must be updated in the system.
- If the asset is owned, the asset record must be marked as 'Missing' and specify 'Missing' in the 'Reason' text box. If a replacement device is required, then the cost of a replacement device is sent to the relevant department or institute to purchase a new device.

VII. IT GUIDES

Documentation and user guides for the IT asset management system are stored in the ITS Service Catalog Knowledge Base.

VIII. DONATED ASSETS

When an asset is due to be disposed of, the University may receive a request for devices to be donated to individuals or charity organizations. All requests are reviewed and approved/rejected by the Vice Chancellor Information Technology Services and Vice Chancellor for Legal, Audit, Risk, and Compliance who will consult directly with the University's Business and Finance Division to ensure financial regulations are adhered to. Equipment requests can be made using the IT Equipment Donation Request Form. Any computers will be donated with a **fully formatted hard drive** and each hard drive **will be securely erased** by the Division of Information Technology Services.

IX. MISUSE OF POLICY

Violations of this Policy will be referred by ITS to the appropriate unit head and/or divisional senior management. Where applicable users may be subject to formal disciplinary action.