

QACA IT Assets Management Procedure

IT

QACA-IT Asset
Management-19-Rev00

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Table of Contents

1.Introduction	2
2.Objective	2
3.Key Result Indicators	2
4.Scope	2
5.Responsibility	3
6.Process description.....	3
6.1. New Assets	3
6.2. Existing Assets.....	3
6.3. Asset management.....	4
6.4. Storage.....	6
6.5. Scraping.....	6
6.6. Consumables	6

1. Introduction

An IT asset is a resource with economic value that an individual or corporation, owns or controls with the expectation that it will provide a future benefit. Assets are reported on a company's balance sheet. They are bought or created to increase a firm's value or benefit the firm's operations. The resource must create or produce something that the company can sell for cash, or the resource itself must hold resale value.

The procedure covers all IT assets purchased by the company for smooth operation of the organization.

This Procedure provides detailed guidelines on the handling and uses of QACA purchased IT assets and consumables.

2. Objective

- 2.1. The objective of the procedure is to have a step by step management of Existing IT Assets, New IT Assets and disposal of end of life IT assets.
- 2.2. The objectives ensure that IT assets are appropriately managed, leading to increased IT asset life.
- 2.3. The objectives is also to monitor IT assets, assess their condition, and keep them in good working order in order to minimize loss, equipment failure and downtime - and improve the IT asset's lifetime value.
- 2.4. IT asset management provides the finance department to recognize the value accurately on their balance sheet.

3. Key Result Indicators

- 3.1. New IT assets registration (prior to putting into use) – 10 working days post receipt.
- 3.2. Disposal and scrapping of unusable, damaged or end of life IT assets – half yearly after approval of scrapping committee.
- 3.3. Receipt at location confirmation – 3 days post couriering.

4. Scope

The Scope of the IT asset portfolio within the IT Asset Management System covers the areas of tracking, control, storage, repair and refurbishment and rolling stock. This procedure applies to all Business Streams, Operating Units, Administration, Finance Function, People function and IT support.

5. Responsibility

Responsibility for receipt, assigning unique identifier, recording into IT asset ledger, dispatch to location of use lies with Head of Administration, Manager IT support and Manager Finance function.

The responsibility of handling the IT assets lies with the individual who are in possession of the IT assets.

The responsibility of calibration lies with the Circle Head/Project Manager under whom the IT assets are being used on the field.

6. Process description

IT asset identification control and record

The following is the process for IT asset control.

6.1. New IT assets

- 6.1.1. IT asset received at Noida office is verified for correct delivery as per purchase order.
- 6.1.2. IT asset is assigned unique identification number.
- 6.1.3. IT asset ledger is updated.
- 6.1.4. IT asset is assigned to user or dispatched to operating unit.
- 6.1.5. IT asset for site use is assigned to a user and the Zonal/Circle/Office head records on IT Asset issue voucher and takes signature of the user, and returns the voucher to Noida HO.
- 6.1.6. The site use IT asset record is updated in IT asset ledger to include the name of the user who is in physical possession of IT asset.
- 6.1.7. In case of any change in the user or person possessing the IT asset, this shall be similarly recorded in the IT Asset issue voucher and the voucher is sent to Noida H.O. and the IT asset register is updated.

6.2. Existing IT Assets

- 6.2.1. Existing Fixtures, furniture and equipment in offices shall be provided unique identification.
- 6.2.2. Each item is recorded in IT Asset ledger. In case the actual purchase date is not known, the data entry date into the ledger shall be used.
- 6.2.3. Each operating unit or office shall provide the list of QACA IT assets in their possession.
- 6.2.4. Head Administration, Manager IT, Manager Finance shall provide unique identification and enter in the IT assets ledger.
- 6.2.5. Labels of the unique identification shall be created at Noida HO and sent to location SPOC.

6.2.6. Location SPOC will paste the labels on the IT asset, and provide a photographic evidence to the Head Administration, Manager IT or Manager Finance of the pasted identification.

6.3. IT Asset management

This activity includes the use, maintenance, repair and scrapping of IT Assets.

Usage:

6.3.1. IT Assets shall be treated as one would treat own IT Asset.

6.3.2. IT Asset in possession of any user will clean and maintain the IT Asset.

6.3.3. Any deterioration, damage of the IT Asset or when unserviceable, the condition will be brought to the notice of reporting manager. Suitable action as necessary shall be undertaken at the earliest opportunity. The Manager IT or Manager Finance will be informed of this condition and they will initiate remedial action or advise remedial action to the operating unit.

6.3.4. IT Assets may require regular and periodic servicing. The responsibility for such servicing lies with the SPOC of the operating unit.

6.3.5. Where necessary for equipment that requires servicing on a periodic basis, Annual Maintenance Contracts shall be entered into. This approach preserves the IT asset and delivers the life of IT asset.

6.3.6. For IT assets, regular cleaning activity should be performed that includes daily cleaning. The IT asset life is not only ensured but also reflects the quality of our organization to visitors as well as provides a pleasant work environment. Any damage or wear of an IT asset shall be rectified and repaired at the earliest.

6.4. Transfer of IT Asset

6.4.1. Decision by

The decision for transfer of any IT Asset shall be taken by the Zonal/Circle Head concerned for intra-location transfers or by the Central IT manager for inter-location transfers according to the prevailing situation.

6.4.2. Approval by

The transfer of IT Asset shall be approved by the Central IT Manager with the consent of In-charge of IT department. The Central IT Manager shall ensure the required updates in the Laptop along-with recording the IT asset transfer in IT asset tracker;

6.4.3. Information to Record

The information of any IT asset transfer shall be official/formally communicated by the Central IT Manager to the asset in-charge in Finance & Account department for duly recording in asset register.

6.5. Handling - Do's & Don't

6.5.1. Keep IT asset properly, they are a soft to handle asset

- 6.5.2. Keep IT asset neat & clear, free of dust for longer life, better functioning
- 6.5.3. Don't keep files at desktop
- 6.5.4. Set up disk de-fragmentation
- 6.5.5. Routine Removal of temp files
- 6.5.6. Timely software updates
- 6.5.7. Set up auto-save
- 6.5.8. Battery setup - sleep, hibernate, shut down, restart

6.6. Willful Damage/Damage due to Carelessness

- 6.6.1. Asset Handover & Return at the time of F&F
- 6.6.2. Software installation -
The software installation in company's laptop shall be prerogative of Central IT Team under supervision of Central IT Manager which shall in turn be responsible about the below:
 - 6.6.2.1. Permissions/Licenses
 - 6.6.2.2. Admin/user Rights
- 6.6.3. In case of willful damage or damage due to carelessness, the Central IT Manager shall ensure that deduction of repair/replacement cost is debited to the user by intimating the same to the asset in-charge in Finance & Account department.

6.7. Anti-virus

- 6.7.1. All laptops shall have end-point security running in the system;
- 6.7.2. The Central IT Manager shall ensure the availability and installation of the anti-virus in all systems by maintaining a tracker of anti-virus and their timely renewal;
- 6.7.3. The user is also expected to timely inform about any alert regarding expiry of anti-virus in his/her laptop.

6.8. Data Back

- 6.8.1. Auto Data Backup At server - UR Back
 - 6.8.1.1. Data related to critical laptop - as decided by the Senior Management & Zonal Managers shall be backed up at server using auto back up software;
 - 6.8.1.2. It is responsibility of the Central IT Manager and the particular person to ensure that this auto-back setup & data is getting backed up regularly;
- 6.8.2. Manual Backup at server
 - 6.8.2.1. All official data shall be kept safe at server in formally demarcated and allocated folders;
 - 6.8.2.2. A folder tree shall be created - in consultation with Senior Management - and be made available at server with proper user authorizations for safe keeping of documents;

- 6.8.2.3. Most users shall get authorization to create, view and download permissions. In case of changes in document, newer revision shall be saved and secured;
 - 6.8.2.4. Very few, senior personnel shall have edit/delete authorizations;
 - 6.8.2.5. User shall be able to login the server either from Corporate Office directly through LAN or from other locations using VPN;
 - 6.8.2.6. Current max. capacity of outside users at a time shall be kept at 50 which may increased as per the needs of the company in future.
- 6.8.3. Back up at Zonal/Regional/Circle Office

6.9. Storage

- 6.9.1. IT Assets purchased in anticipation of business needs such as Computers, computer accessories, technical equipment need to be stored and these are in a secure store.

6.10. Scraping

- 6.10.1. IT Assets which are un-serviceable, unrepairable or have reached end of life would be considered as scrap. Before notifying as scrap, the IT asset is reviewed by the scrapping committee. This scrapping committee shall consist of Head Finance, one of the Head Administration/ Manager IT/Manager Finance as applicable for the particular IT asset and one member of Executive management. The scrapping committee shall prepare the list of scrapped IT assets and recommend for approval for scrapping to the MD.
- 6.10.2. IT assets identified as scrap shall be recorded into the asset ledger.
- 6.10.3. Scrapped IT assets in operating units shall be done locally.
- 6.10.4. Scrapped IT assets shall be disposed of in an environmentally responsible manner. IT assets shall be disposed off using an authorized vendor.
- 6.10.5. Scrapped Laptop computers shall be returned to Noida HO.
- 6.10.6. IT assets which have been determined at end of life for the organization, but can still function may be disposed to employees.

6.11. Consumables

- 6.11.1. These are IT assets which are expensed at the time of purchase.
- 6.11.2. IT assets which are issued to a member of staff but can be used by other members of staff when still usable as an example, but not limited to, are, reflective vest, helmets, keyboards, mouse, data cables, LAN cables, are recorded in an issue register. The register is maintained at the operating unit level by the SPOC or at Noida HO by Administration Executive, or Manager IT.

6.12. Complaints

- 6.12.1. How to log a complaint
A complaint log system shall be used to log user complaints
- 6.12.2. Monitor Resolution

- 6.12.3. The Turn Around Time (TAT) shall be decided on the basis of below types of complaints and these shall be part of IT team:
- 6.12.3.1. Small repair - Software
 - 6.12.3.2. Major Repair - Hardware
 - 6.12.3.3. Needs Procurement - Local/ Central
 - 6.12.3.4. Needs replacement
- 6.12.4. Escalation
- 6.12.4.1. A separate/direct email shall be used to escalate the IT complaints by the overall in-charge of IT department.

Revision Number	Date	Revised by	Approved by	Summary of changes
QAPA-BusStr-01-Rev00	02 Aug 2023	Tapan Rana	Director Bus Stream	-