

	IT Hardware & Software Management Policy	Doc. No.		PH / L3 / IT / 006	
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IT ASSET MANAGEMENT POLICY

I.PURPOSE

The IT Asset Management Policy aims to provide a record of valuable IT assets for tracking and accounting purposes to enable management to allocate IT resources and plan IT developments to meet Polyhose's requirements and changes.

II.SCOPE

This procedure applies to all Polyhose Group IT assets.

III.DEFINITIONS

IT Asset refers to any computer hardware, software, Information Technology-based Polyhose information, related documentation, licenses, contracts, or other agreements, etc. In this context, assets and IT assets are understood to be the same.

IV.ASSETS TRACKED

This section defines what IT assets should be tracked and to what extent they should be tracked; categorized below are the types of purchases subject to track:

- Computer systems -Laptops and desktops
- Printers, Copiers, Monitors, Multifunction Machines
- Handheld devices (iPads and Tablets, etc.)
- High-Value Hardware (Switches, Firewalls, Servers, etc.)
- AV systems
- Desk Phones and Speaker Phones
- Software, including
- Software license or certificate, if applicable

V.POLICY

1.0 IT ASSET BUDGET AND PLANNING

1.1 The Internal IT Department is responsible for planning upgrades and replacements of the hardware and software.

1.2 It is suggested that hardware upgrades or replacements are considered when it is approaching 4-5 years old or depending on the performance of the device.

2.0 IT ASSET INVENTORY

•An IT asset inventory must be maintained by IT Support to register and manage all IT hardware and software. The objectives of this inventory are to provide complete detailed information on all hardware and software and its allocation by user or department/location. Also, IT support can use this inventory to plan the reallocation of IT assets to maximize existing resources.

The IT Support is responsible for managing the IT asset inventory, maintaining its accuracy, and ensuring it is up to date.

For IT hardware, the IT asset inventory must include the following information:

- User or system name for server equipment
- Location
- Brand and model
- Specifications (example: CPU,RAM, hard disk size, OS)
- Serial number
- Inventory Code
- Invoice date (MMYYYY or YYYY)
- Purchased price
- Expected replacement date corresponding with warranty expiration or end of useful life.

For IT software, the following information must be registered in the IT Asset inventory Register:

- Software and version
- Total number of licenses per software
- Subscription expiration if applicable

What employee or asset to which the software license is assigned? Examples of purchased IT software are:

- Windows Server license
- Microsoft client access license
- Microsoft Office
- Antivirus
- Expected Write-Off Period / Replacement Date if applicable

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- All IT assets are required to be labeled with the assigned Inventory code.

2.1 IT ASSET INVENTORY REVIEW

- The objectives of the review are to:
 - Verify the hardware and software information in the asset inventory
 - Check whether any IT assets have been lost
 - Check whether any unauthorized software has been installed
 - Update the asset inventory for any discrepancies
- The IT asset inventory must be reviewed by IT Support at least once a year, preferably before the annual budget and expenses analysis time, so that the list reflects the latest status for budgeting and planning.
- A review of the IT asset inventory must be signed off by IT Support to ensure that the list is accurate and up to date.
- If mobile devices cannot be checked physically by the IT department during the review, it is acceptable for users to sign off to confirm that the devices are still available and in working condition.
- If any illegal, unlicensed, or unauthorized software is found during the review must be removed immediately.

3.0 IT ASSET ACQUISITION

3.1 Polyhose personnel shall use the IT Requisition Form to request new IT Assets. This form shall be approved by the Appropriate approval matrix established at the Purchasing and Procurement Policy before being submitted to IT support.

3.2 If a purchase or lease agreement exists for the asset being requested, that support shall be ordered from the existing vendor pursuant to the terms of the contract.

If such an agreement does not exist, IT support may recommend entering one.

4.0 IT ASSET INSPECTION, ACCEPTANCE & DISTRIBUTION

4.1 Physical assets shall be received by the Purchase and Stores department and forwarded to IT or directly by IT support.

- IT support may receive non-physical assets directly from the vendor, such as application software.

4.2 IT support shall inspect and test assets for performance and capability, if possible, before acceptance.

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•IT shall contact the vendor to replace the nonconforming asset and dispose of or return the nonconforming asset help purchase/lease agreement in place.

4.3 All assets must have an ID number. Either an internal tracking number will be assigned when the asset is acquired or the use of Manufacturer ID numbers.

- An asset tracking database shall be created to track assets.
- When an asset is acquired, an ID will be assigned for the support and its information shall be entered into in the asset tracking database.

4.4 IT support shall forward the invoice to Finance for payment via the purchasing department.

4.5 Only IT Support shall distribute and install IT Assets.

- In the case of assets designed for use by individuals, installation shall be scheduled primarily for the user’s convenience.
- In the case of assets used by multiple individuals (network hardware/software, operating systems, standard application software, etc.):
 - Installations shall be scheduled at a date and time that will affect the least number of users;
 - Ample advance notice shall be given to affected users; and
 - IT support shall mitigate risk by ensuring backup and redundancy of the affected systems/applications.

IT support shall update the IT Asset Inventory Register after installing assets.

5.0 IT ASSET TRANSFER

The following actions shall be considered when a computer device is transferred to another user.

5.1 IT support should verify the transferring of equipment to a new user follows all asset tracking guidelines and does not allow access to a previous user’s data.

- If a user's device is transferred to another user, all the previous user's data, cookies, files, and personal preferences must be removed from the device to prevent unauthorized access and the leakage of any personal information. The device is recommended to be set to the factory or Polyhose’s default for each user.

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- Software not required by the next user should be removed, and its license returned to the IT asset inventory.
- Hardware and software will be installed as per the next user's requirements.
- The IT asset inventory must be updated in accordance with any changes.

6.0 IT ASSET DISPOSAL

6.1 IT support should notify Finance and Director Office to write off any equipment planned for disposal by completing the Fixed Asset Transfer/Disposal Request Form/Scrap details.

6.2 When technology assets have reached the end of their useful life, they should be given to IT support for proper disposal. Acceptable methods for the disposal of IT assets are as follows:

- Sale as scrap to a government-authorized licensed dealer
- Use as a trade-in against the cost of a replacement
- Reassignment to a less critical business operation function

6.3 This policy applies to any computer/technology equipment or peripheral devices that are no longer needed within Polyhose.

6.4 All IT Assets shall be disposed of in accordance with the following disposal policy:

a. Asset disposal is a special case since some assets might have sensitive data on them. Polyhose's disposal policy will mandate that all assets that contain data will have the disks wiped using disk destruction software. The data must be erased using an approved technology to make sure it is not readable using specialized data retrieval techniques. The following asset types will be checked for wipe:

- Memory stick
- External Harddisk
- Mobile device (e.g., tablet, mobile phone, etc.)
- Hard drive or SSD

b. Technology equipment with non-functioning memory or storage technology will have the memory or storage device removed, and it will be physically destroyed.

c. IT support is responsible for decommissioning this equipment by:

- Deleting all data files
- Removing a web browser's cookies

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- Removing any saved login and / or passwords from the web browser
- Removing the browser's history
- Uninstalling licensed programs and/or applications

6.5 No computer equipment should be disposed of via dumps, landfill, etc. IT support will properly remove all data prior to the final disposal. Final disposal will be processed through a certified e-waste recycling vendor

6.6 Upon disposal of said assets, IT support shall update the IT asset inventory.

7.0 LOST OR STOLEN IT ASSETS

If any IT equipment is lost or stolen, the user must inform IT support and/or all relevant parties (e.g., his/her direct supervisor) immediately of the following:

- Username
- The contact number of the user
- Any potentially sensitive data stored on the device
- Time the device was lost
- The location where the device was lost
- Reason for loss (example: theft, misplacement)
- IT will notify HR of the loss/theft so that they can write it off or collect the value of the asset from the employee. IT support should also update the IT asset inventory immediately to reflect the changes
- Polyhose reserves the right to ask the user to pay the current market value of the lost/stolen equipment.

VI. POLICY COMPLIANCE

A. COMPLIANCE

The Internal Operations Department will verify compliance to this policy through various methods, including but not limited to internal and external audits, and feedback to the policy owner.

B. NON-COMPLIANCE

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

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ATTACHMENT:

1. Fixed Asset Transfer/Disposal Request Form

A. HARDWARE AND SOFTWARE CONTROL

- The alteration, upgrade, or modification to computer equipment, software program, and IT facilities is prohibited without IT approval
- No software installation is allowed by a user without IT approval.
- User is not allowed to attach any non-company issued or unauthorized devices, such as a USB storage device, printer, or video cam, to the company's computer equipment, network equipment, or other IT assets. This restriction includes the unauthorized installation of any additional network-related or digital communications equipment such as routers, network switches, or wireless access points.
- The company retains ownership of all company-owned hardware and software programs provided to users. Accordingly, the company is not responsible for any computer equipment Company does not provide.
- The user is responsible for taking all reasonable safety precautions with mobile devices (laptops and mobile phones) to protect them from theft or physical damage.
- Users must report to their supervisor and IT support as soon as possible in case of any computer equipment loss.

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00	12.04.2022	Initial release	-

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