IT Asset Management Policy

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# Background

**[Describe The Background Of Why An IT Asset Management Policy Has Come About.]**

The **[Business Name]** acknowledges the need to manage its information technology (IT) assets throughout the five lifecycle stages (i.e., planning, acquisition, deployment, management, and disposal) in a centralised IT asset repository that accounts for the presence and purchase of all hardware and software.

Therefore, the **[Business Name]** is establishing this Information Technology Asset Management (ITAM)

Policy and establishing an ITAM program to implement a systematic process that joins contractual, financial, inventory, and IT governance functions to support management of IT assets throughout their lifecycles and strategic decision making for the **[Business Name]** IT environment.

The main objective is to correct a lack of formal, centralised ITAM capabilities, including software asset management (SAM), and hardware asset management that has led to higher IT costs, a higher risk of licensing agreement violations, and an increase to vulnerabilities of a cyberattack on the **[Business Name]** infrastructure. Implementing the ITAM program will also achieve compliancy with relevant government mandates, policy, and guidance, including, but not limited to, the following:

**[If Necessary, Mention Any Formal Mandates That Your Business Is Required To Adhere To]**

# Purpose

**[Describe What The Intent Of This Document Will Be.]**

This document sets forth the ITAM Policy for **[Business Name]**. It establishes the business rules and

guidelines for consistency and compliance in executing the **[Business Name]** ITAM process and procedures for managing IT software and IT hardware assets throughout all lifecycle phases

# Definitions

**[Define Any Terms That Are Used Throughout This Document.]**

|  |  |
| --- | --- |
| Terms | Definition |
| IT Asset | **IT Asset** refers to anything (tangible or intangible) that has value to an organisation, including, but not limited to, a computing device, IT system, IT network, IT circuit, software (both an installed instance and a physical instance), virtual computing platform (common in cloud and virtualised computing), and related hardware (e.g., locks, cabinets, keyboards), as well as people and intellectual property (including software). |
| SAM | **Software asset management (SAM)** is the process of tracking, monitoring, and reporting the use and ownership of software assets throughout their lifecycle, including licenses, versions, and installed endpoints. SAM is part of an overall service and configuration managementprocess. The goals of SAM include: (1) reducing IT costs; (2) limiting business, legal, and security risks related to the ownership and use of computer software; and (3) maximising IT responsiveness and end-user productivity. |
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# IT Asset Management Policy

**[Describe Any Acronyms That Are Used Throughout This Document.]**

All [Business Name] IT assets shall be managed in accordance with all Government mandates, and **[Business Name]** policy and procedures. This policy establishes the business rules and guidelines below for managing IT assets throughout their lifecycles.

The **[Business Name]** shall:

1. Act in a fiscally responsible manner, including by implementing an ITAM program to support the optimisation of IT costs to perform mission and business functions in the most efficient manner that adds the most value.
2. Establish a comprehensive IT asset inventory by identifying and collecting information using automated discovery and inventory tools. Any tools used for SAM must specifically collect information about software license agreements and track and maintain identified software licenses to assist the agency in implementing decisions throughout the software asset lifecycle.
3. Provide training relevant to improve understanding of legal and compliance requirements, including what is expected of users with regards to the protection of intellectual property rights.
4. Assess current IT asset inventories and usage and establish controls to ensure maximum use of IT equipment, installed software, and services (i.e., ensure that the **[Business Name]** needs, and is using, all IT assets that the **[Business Name]** is paying for). This is key to performing demand management.
5. Maintain a comprehensive IT asset data by tracking all assets from purchase to retirement and disposal, including data collected at integration points with ITSM. (e.g., capacity management, configuration management, incident management, service-level management).
6. Analyse usage and other data to make cost-effective decisions and inform IT resource planning, budgeting, and future acquisitions.
7. Right-size the number of IT devices (e.g., mobile phones, smartphones, desktop and laptop computers, and tablet personal computers) issued to employees, (including continuity of operations), and initiatives designed to create efficiency through the effective implementation of technology.
8. Promote further efficiencies in IT that consolidate activities such as desktop services, email, and collaboration tools.
9. Develop, maintain, and communicate to end users this policy and ITAM processes and procedures, and their integration with other policies and processes that support the management of IT assets and services.
10. Build centralised ITAM processes and services around the five lifecycle stages: (1) planning and budgeting; (2) acquisition; (3) deployment; (4) management; and (5) disposal. Processes should trigger changes to contract terms and conditions to accommodate for changing technology, vendor, and internal requirements.
11. Ensure that the SAM lifecycle processes have integration points with the ITSM processes, primarily with configuration and change management because the processes impact each other (i.e., a change to a platform may affect licensing).
12. Ensure that processes include clearly defined roles and responsibilities, proper governance and controls, and integration points with other processes.
13. Acquire and implement an IT asset management tool to support core lifecycle processes, and, to the extent practicable, integrate the solution with recognised ancillary data sources used to maintain the asset data (e.g., IT help desk).
14. Monitor the performance of the program and software assets by developing compliance reports (reporting, at a minimum, the compliance position of managed software through proper lifecycle management) and by developing key performance indicators (KPIs) to quantify the success of the ITAM program.
15. Ensure that all IT assets are receiving timely patches and are securely configured and maintain version control in compliance with underlying contracts.

# Responsibilities

**[List Who Is Responsible For Sponsoring, Setting Up And Maintaining The Program.]**

**Responsibilities For Senior Management**

* Establish an ITAM program within the Office of the Chief Information Officer (OCIO) and ensure executive sponsorship and governance.
* Define policy, process, and procedures for ITAM to include automated, repeatable processes to aggregate software license and maintenance requirements and associated funding, as appropriate, for commercial and COTS software acquisitions. (The processes should include a means to review existing software that is currently in use against the **[Business Name]** approved list of software)
* Ensure the maintenance of a continual **[Business Name]** wide inventory of IT assets, including an inventory of all software licenses purchased, deployed, and in use, as well as expenditures on subscription services (including SaaS)
* Ensure compliance with software license agreements, consolidation of redundant applications, and identification of other cost-saving opportunities.

# IT Asset Lifecycle Management Overview

IT asset lifecycle management is a core process of ITAM that involves managing and optimising the purchase, deployment, maintenance, use, and retirement or disposal of assets within an organisation.

Implementation of this process can benefit organisations by improving the ability to forecast needs. IT asset lifecycle management strives for informed purchasing decisions, proactive resource replenishment, improvement of the quality of IT services, and knowledge of the total cost of ownership of an asset.

Activities include the development and maintenance of policies, standards, processes, systems, and measurements that enable organisations to manage the IT asset portfolio with respect to risk, cost, control, IT governance, compliance, and established business performance objectives.

Figure 1 below provides an overview of the ITAM lifecycle management process.

## Plan

The planning phase involves the activities performed before procurement of the asset, which include evaluating the technical and organisational requirements for the IT asset. Asset requirements are defined based on an assessment of both service delivery needs and the capability of the existing asset base to meet these needs.

Planning activities include, but are not limited to, defining the asset management strategy, planning for uncertainties, documenting business cases, and performing a cost-benefit analysis.

## Aquire

For ITAM purposes, the acquisition phase is the process by which an organisation plans and then manages the procurement process. This includes receiving a legitimate request and approval for goods and services (including standards, definitions, and supplier identification) and discounting targets and policies under negotiated discounts and contracts.

Ultimately, the goal of the procurement process is to enable the best price for the best product and service available to meet the organisation’s needs while providing full visibility to surplus.

## Deploy

The deployment phase involves deploying new software and hardware requests through the

defined approval method. If the asset request has been approved, IT will install software and hardware on the user’s machine. He or she will ensure that the equipment is fully configured and ready for use.

The asset repository must be correct before allocating any equipment. The asset entry should also include all software and hardware installed. Because the information about the asset will never be more accurate than it is at this stage, a best practice is for the IT asset manager to determine the accuracy of the asset as it enters the configuration management database to enable a clean start.

## Manage

The management phase involves the monitoring of an asset’s maintenance needs and performance, management of refresh cycles, information management, asset valuation, and continuous assessment of the asset’s use and functionality.

Responsible parties should evaluate the existing asset’s base condition, capability, and usage. Accurate recording, identification, valuation, and reporting procedures must be established so that informed

decisions to maintain, modify, rehabilitate, find an alternative use for, or dispose of an asset can be made.

## Dispose

The retirement and disposal phase involves the planning and execution of the removal and disposal of assets, closing or cessation of contracts and licenses, and proper deinstallation. The treatment of an asset that has either reached the end of its useful life, is considered surplus, or is underperforming. Retiring an asset can include disposal, replacement, renewal, or redeployment.

Responsible parties should comply with relevant approval processes and, where possible, select a method, including retirement, replacement, renewal, or redeployment, that maximises the financial benefits associated with the method.