

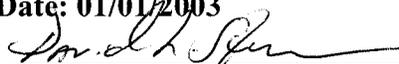


Operational Instruction

Operational Instruction: OI 2016.1

Area: Information Technology

Effective Date: 01/01/2003

Approved: 

David Stevenson, Associate Director,
Office of Information Technology
Chief Technology Officer (Acting)

INFORMATION TECHNOLOGY EQUIPMENT MANAGEMENT

I. COVERAGE

This policy covers all permanent, temporary, and part-time Court Services and Offender Supervision Agency (CSOSA), Office of Information Technology Services employees, as well as interns, and contractors. The term "employee" as used in this policy covers all of these categories.

II. BACKGROUND

The Office of Information Technology is responsible for the tracking and accountability of all CSOSA Information Technology (IT) equipment. The inventory management function within this office is responsible for the tracking of all CSOSA IT equipment and software. The procedures in this Policy Statement are required under Federal Property Management regulations.

III. POLICY

The Office of Information Technology is responsible and accountable for all CSOSA Information Technology equipment procured by the IT office. CSOSA employees are accountable for all equipment assigned to them. CSOSA employees are required to sign an IT Equipment property receipt when equipment is loaned-out or portable computing devices are assigned for use while employed by the Agency. In addition to providing internal control for equipment inventory purposes, the property receipt documents employee acknowledgement of personal accountability for assigned property. Any CSOSA employee who is in possession of agency IT equipment, for which he or she has not signed a property receipt, must contact the IT department and have the form completed and properly approved.

IT employees are accountable for any property assigned to them for distribution or installation. Inventory Management must be notified immediately of any request for installation, movement or disposal of IT Equipment.

The Office of Information Technology shall conduct an annual inventory of all IT equipment and update the official IT inventory.

IV. AUTHORITIES, SUPERCEDESURES, REFERENCES, AND ATTACHMENTS

A. Authorities:

- GSA Property Management Policies <http://www.gsa.gov>

- Executive Order 12999 - Educational Technology: Ensuring Opportunity for All Children in the Next Century

B. Supersedures:

None.

C. Procedural References:

None.

D. Attachments:

Appendix A. General Procedures

Appendix B. Information Technology Services Equipment Property Receipt

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I. PROCEDURE

This procedure covers the following areas of IT inventory management:

- Inventory Acceptance and Distribution of Information Technology Equipment only.
- Equipment Movement designated to the Office of Information Technology only.
- Disposal, Excess or Reutilization of IT Equipment
- Missing Property and Damaged IT Inventory Reports
- Loaner Equipment
- Software (Identified under Information Technology's Inventory)
- Site Inventory Checks

A. IT INVENTORY ACCEPTANCE

IT Inventory management is responsible for Inventory Management of IT equipment, including the acceptance, distribution and tracking of all IT equipment and software.

- a) IT inventory management will work with the requestor to inspect/verify the equipment order against the procurement request and have the requestor sign the packing slip or the CSOSA Credit Card/Purchase Order if the order is complete.
- b) IT Inventory Management will retain the packing slips or other documentation in the procurement file
- c) IT Inventory Management will catalog and bar code the equipment prior to distribution. The following information will be added to the inventory record:
 - Make and Model
 - CSOSA Barcode Tag number
 - Serial Number
 - Date of purchase
 - Assigned user (if known)
 - Purchase Order Number
 - Invoice Number
 - Date the equipment was received
 - Warranty expiration date and type
 - Equipment Cost
 - Vendor Name
- d) IT Inventory Management will catalog the software prior to distribution. The following information will be added to the inventory record:
 - Software Name
 - Vendor Name
 - Software Version
 - Number of Software Licenses
 - Serial Number or License Number
 - Date of purchase
 - Purchase Order Number
 - Invoice Number
 - Date the software was received

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- Software Cost

B. EQUIPMENT INVENTORY DISTRIBUTION

- a) A request for new or replacement equipment is called in to the IT Helpdesk.
- b) The ticket is assigned to the Supervisors queue for approval (new employees are automatically approved).
- c) If approved, the ticket is re-assigned to IT Inventory Management. If the request is disapproved, the Field Support Manager will notify the user.
- d) IT Inventory Management checks the inventory to see if the equipment is available.
 - If the equipment is available, IT Inventory Management will assign the equipment to the Team Lead or the recipient (if known) within the Equipment Management System and transfer the ticket to Field Support.
 - If the equipment is not available, IT Inventory Management will reassign the ticket to the IT Manager responsible for ordering the equipment to process a procurement or deny the request based on lack of availability.
- e) The equipment will be distributed or installed by the appropriate OIT staff member(s).
- f) The Team Lead or designee will notify Inventory Management (ITBudget@csosa.gov) immediately after distribution or installation of any IT hardware (not to exceed 8 business hours). The following information must be provided via e-mail:

The information on the equipment installed under Ticket Number _____ is attached. Please authorize closure of this ticket.

Ticket Number	User Name	Equipment Serial Number	Equipment Tag #	Location		Installation Date
				Building	Room #	

- g) IT Inventory Management will respond to the e-mail request for ticket closure upon receipt.
- h) Field Support will close the ticket once IT Inventory has authorized closure.
- i) IT Inventory will update the Inventory Tracking system with the user and location information.

II. MOVE AND RELOCATION

A. Move, Relocation, Site Installation Planning

- a) CSOSA IT will attend Facilities planning meetings where IT resources are impacted

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- b) CSOSA Facilities will be invited to the CSOSA IT Change Control Board meetings when items that require facilities input are on the Agenda
- c) CSOSA IT will submit request via e-mail to the Facilities helpdesk for changes to the facility infrastructure at least 2 weeks prior to requested completion date
- d) CSOSA IT will only accept move or relocation request from CSOSA Facilities or Community Supervision Service Administrator Facilities Contact. CSOSA user requests for moves will not be accepted
- e) CSOSA Facilities or Community Supervision Services will notify CSOSA IT at least 2 weeks in advance of any Moves, Planned Power Outages, Construction, or installations of items that will require movement, disconnection or loss of power to IT equipment.
- f) The Facilities representative will contact the IT Helpdesk via e-mail and provide the following information using the Move Table below:

Move Table

User Name	Equipment Moving	Phone #	Current Location/ Organization			New Location/ Organization			Move Date	Activate LAN Drop# and VLAN)	Equipment Tag Number
			Org	Building	Room #	Org	Building	Room #			

- a). User (s) name or Project (Construction, Power Outage, etc.)
- b). IT Equipment moving (computer, phone, printer etc.)
- c). Phone Number
- d). Current Location
- e). New Location
- f). Date (s) of Move
- g). CSOSA Equipment Tag Numbers
- g) The IT Helpdesk will enter tickets upon receipt of the e-mail. The following items will be entered:
 - Move request information will be included and assigned to Field Support. (Date collected in Section A.f. of this process)
 - LAN Drop is documented and assigned to Infrastructure
 - Phone installation or move information is documented and assigned to the Phone Queue. (NOTE: See IV. B. for non-Fujitsu phones)
- h) The requestor will be contacted via e-mail and provided the ticket number and the name and contact information for the assigned IT representative for the move.
- i) IT Field Support will survey the current and new areas and collect information related to network drops the completed Move Table to Infrastructure and IT Budget and Inventory Management (ITBudget@csosa.gov) via e-mail.

B. Move and Relocation Implementation

- a) CSOSA IT Field Support will disconnect equipment per the Facilities request
- b) CSOSA IT Field Support will ensure that users tag all equipment to be moved. Tags will be provided by Facilities.

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- c) CSOSA Facilities Movers will move the equipment to the new location.
- d) CSOSA IT Infrastructure will disconnect the telephones.
- e) CSOSA IT Field Support and Infrastructure will reconnect and test the equipment and telephones.
- f) CSOSA IT Field Support will provide IT Inventory Management an updated Move Table via e-mail.

The IT Move representative will notify IT Inventory Management ITBudet@csosa.gov and the IT Helpdesk IT_HELPDESK@CSOSA.GOV via e-mail when the move is complete. The e-mail must contain an updated Move table.

- A updated move table is attached for equipment under Ticket Number _____. Please authorize completion of this ticket.
- Field Support will put the ticket into a resolve status.
- The IT Helpdesk will update the CSOSA E-Mail address book with address, room location, phone number and organization group changes. All changes must be documented in the ticket.
- The IT Helpdesk will close the ticket once the address book updates are completed.

C. Moves and Relocations Metrics

In order to assist each organization in planning resources the following information should be used in calculating move schedules.

Number of users	Number of Days Advance Notice is Required	Number of Days to Complete the Move (starts at the time of notification)
Five (5) or less	5 working days	5 working days
Six (6) to ten (10)	10 working days	10 working days
Non Fujitsu phone moves and new telephone line installations	30 days	30 days
More than 10, site relocation, new site installation, infrastructure components not in-place or available	15-30 days	Negotiated between Facilities and IT

III. IT EQUIPMENT LOAN

A. IT Loaner Equipment Guidelines

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CSOSA staff may upon approval of their immediate supervisor/manager and Associate Director, request equipment for loan by sending an email to the [IT HELPDESK@CSOSA.GOV](mailto:HELPDESK@CSOSA.GOV) or by calling the Help Desk at 220-5377, at least 3 working days prior to requested pick-up time or 5 working days for additional software request.

- Loan is based on equipment availability
- User must fill-out and turn-in a completed and signed CSOSA Information Technology Service Equipment Property Receipt <http://csosaweb/Forms/computeraccess.pdf>. Equipment will not be released until this property receipt is completed.

Loan is based on equipment availability

- Users checkout and return equipment at the Equipment Support Area located within the IT division at 633 Indiana Avenue, 7th Floor.
- Users are responsible for the equipment during the loaner period and must notify the Help Desk of problems or for loan period extension requests.

B. IT Loaner Equipment Procedure

- 1) User requests equipment by calling the Help Desk at 220-5377.
- 2) Help Desk analyst requests specific information from user and documents the data in the ticket:
 - Name, phone number, location
 - Whether there are any non-standard software requirements and what they are (there is no guarantee that this request can be fulfilled)
 - Date equipment is needed
 - Date equipment will be returned
 - Description of intended use
- 3) IT Inventory Management checks equipment availability. A reservation is scheduled and confirmed with the user. The user is provided pick-up instructions.
- 4) The user will fill-out, sign and have their Associate Director sign a CSOSA Equipment Property Receipt, prior to equipment pick up. The CSOSA Equipment Property Receipt form can be downloaded from the CSOSA web site <http://csosaweb/Forms/propertypass.pdf>.
- 5) At least 1 day prior to check out, the IT technician assembles requested components, configures equipment, and tests hardware / software.
- 6) After testing is completed, the equipment and its components will be stored in secure storage to await pick-up by user.
- 7) On the pick-up date, the user comes to the Equipment Support Area with the necessary forms.
- 8) IT Inventory Management (Field Support assistance upon request) reviews equipment operation with the user.
- 9) The user confirms that the system is operating satisfactorily and all requested components are present.
- 10) IT Inventory Management collects the Request for Computer Access Form and completes the IT Equipment Property Receipt. (See **Appendix B. IT Equipment Property Receipt** or <http://csosaweb/Forms/propertypass.pdf>)

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- 11) The return date is confirmed with the user. The user leaves with equipment and an IT Equipment Property Receipt.
- 12) At the completion of the equipment checkout process, the IT Inventory Management will provide a copy of the Equipment Property Receipt to the IT Security Officer.
- 13) The user removes their data from the equipment and calls the Helpdesk to schedule a time to return the equipment on or before the due date.
- 14) IT Inventory Manager requests the user to remain during the check-in process (about 5 minutes). During this process, equipment and components are checked for damage and completeness (See Section G. Property Inventory Damage Reports). The user is asked if any problems were experienced with equipment.
- 15) The user and IT Inventory Management initials the IT Equipment Property Receipt return section.
- 16) IT Inventory Management opens a Help desk ticket to have the equipment software load refreshed (pc's and laptops only)
- 17) An IT technician will ghost the hard drive with the current CSOSA Software Image (laptops and PC's). Then test to ensure the system is operating properly, and return the equipment to IT Inventory Management within 2 working days after the equipment is returned, unless there is an immediate need for the equipment.

C. Loaner Period

The normal loan period for equipment is two (2) weeks or less. Equipment loans to senior staff can be made for an indefinite period of time over the course of their employment with CSOSA. The Associate Director for the requestor's office must approve extended loan periods for all other staff.

D. Available Hardware

The IT Equipment Loaner Program provides laptops, peripherals (printers, docking stations etc,) desktops and other computer equipment.

E. Available Software

Computer equipment will contain the approved CSOSA standard software load, which includes:

- Windows Operating System, Norton's Anti-virus, Communication (for dial-in access), Microsoft Office Suite, which includes Internet Tool Suite, Email and Calendar software

Users may request additional software. Requested software must be approved and licensing must be available. Software requests outside of the standard software load must be indicated on the Request for Computer Access form and are not guaranteed to be available.

IV. DISPOSAL, EXCESS, REUTILIZATION OR REPAIR OF IT EQUIPMENT

IT Inventory Management must be contacted prior to the disposal, excess or reutilization of any IT Equipment. Do not place IT equipment (i.e. computers, speakers, mouse, etc.) in the trash. IT Inventory Management will perform the following steps to dispose or excess or move equipment to off-site storage equipment. A request must be submitted to the IT

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Helpdesk via email for approval to dispose, excess, reutilize, or send IT equipment off-site for repair. The e-mail must include the following information CSOSA Equipment Tag#, Serial #, Make/Model, Who/Where is the equipment to be deployed/repared. The request will be assigned to Inventory Management. Inventory Management will provide approval or instructions on the next steps. IT Inventory will:

- 1) Open a ticket to have Field Support wipe the hard disk drive for items being excessed or provided to external organizations.
- 2) Adhere to the GSA Federal Management Regulation policies
 - a. Disposition of Excess Property (Federal Management Regulation Chapter 102.36)
 - b. Donation of Surplus Personal Property (Federal Management Regulation 102-37)
- 3) Submit appropriate forms to CSOSA Facilities (per the regulation)
- 4) Update the inventory management system to reflect the status of the equipment.

V. DAMAGED, MISSING, LOST OR STOLEN IT PROPERTY REPORTS

The OIT staff is responsible for equipment assigned to them for use or installation. If a ticket for equipment installation does not have a person assigned for installation, the Team Lead is responsible for the equipment. The responsibility for the equipment transfers to the user once IT Management has been provided the updated property information and has authorized closure of the equipment installation ticket.

If IT equipment is damaged or missing, lost or stolen your IT Manager and IT Inventory Management must be notified immediately via e-mail. IT Inventory Management will contact IT Security. If the equipment is damaged, missing, lost or stolen due to abuse or negligence while the equipment is assigned to an employee for use or installation, the employee or the employee's office can be held responsible for the repair or replacement of the equipment.

The CSOSA Property Board will be responsible for reviewing claims associated with missing, damaged, lost or stolen equipment due to an employee's negligence. The board will make the final decision on whether an employee or an employee's division must pay for the missing or damaged equipment. This board will meet quarterly.

An OIT supervisor has the authority and responsibility to provide verbal and written disciplinary actions when the OIT equipment process has not been followed.

VI. IT EQUIPMENT PROPERTY RECEIPT

Equipment Property Receipt must be filled out each time equipment is loaned out or if a portable computing device is assigned for use while the requestor is employed by the Agency. The IT Inventory Manager and the equipment recipient must maintain a copy of the completed Property Receipt. Attached is a copy of a CSOSA IT Equipment Property Receipt.

VII. IT SOFTWARE

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IT software distribution will be tracked by IT Inventory. IT Inventory will be provided a software inventory count report monthly to monitor the number of software licenses in use.

A) User Software Request

The following process will be used when user's request software:

1. The user calls the IT Helpdesk to request software.
2. The request is assigned to a LAN Tech if the software is a part of the desktop
3. If the software is not a part of the standard desktop or is non-standard software, the request is sent to the Supervisor Queue.
4. The Field Support Manager will review the request.
 - If the request is not approved, the Field Support Manager will notify the requestor and the IT Helpdesk.
 - If the request is approved, Field Support will check with IT Inventory Management to see if any licenses are available.
 - If the licenses are not available, the Field Support Manager will process a procurement using the IT Procurement Process. <http://www.csosaweb>
 - If the software license is available, the Field Support Manager will assign the ticket to the Helpdesk (if software can be installed remotely) or Field Support.
 - Field Support or the Helpdesk will checkout the software from IT Inventory or install the software via Lan Desk or an approved software distribution shared location.
 - IT Inventory must be notified via e-mail when the software is installed, with the installation date and user/system and return the software to IT Inventory.
 - IT Inventory Management will update the software license count to reflect the installation.

B) Technician Software Request

The following process will be used to request software if a user's ticket has not already been opened:

- a) The technician calls the Helpdesk to request software.
- b) The Helpdesk will open a ticket (Quick ticket).
- c) The Helpdesk will notify Inventory Management of the request via e-mail.
- d) Inventory Management has 8 working hours to process a non-emergency request or no more than 1 working hour to process an emergency request (a customer or system is down or not functioning properly).
- e) The technician will be notified by email that their request was approved or disapproved.
- f) The technician will go to IT Inventory and check out the software.
- g) The technician will sign for receipt of the software.
- h) The technician will return the software within 8 working hours or the time period set by IT Inventory Management.
- i) IT Inventory Management will check the software in upon return and sign for receipt of the software.
- j) IT Inventory will close the ticket.

VIII. INVENTORY SITE CHECKS

IT Inventory Management will perform an annual site check for each facility. This site check will be used to reconcile the inventory data. The IT Field Support Team will provide assistance to IT Inventory Management in accounting for all equipment.

Appendix B



**Court Services and Offender Supervision Agency
Information Technology Services Equipment Property Receipt**

Recipient's Name: _____
Recipient's Office: _____ Phone#: _____

CSOSA Equipment Asset Tag#	Make and Model	Serial Number

I authorize the loan/use of the equipment stated above to _____ for the
period designated by this property receipt. Recipient's Name

Branch Chief or Division Director: _____ Date: _____
(Print)

Branch Chief or Division Director: _____ Date: _____
(Signature)

I _____ (Recipient's Name Printed), understand I am responsible for this equipment during the period designated on this property receipt. If damaged, missing, lost or stolen due to abuse or negligence while this equipment is in my care, my unit or I can be billed for the repair or replacement of the equipment. It is my responsibility to return this equipment to the Office of Information Technology, before I exit the Agency. If the equipment is not turned in, I will be required to reimburse the Court Services and Offender Supervision Agency for the cost.

Signature of Recipient: _____ Date: _____

Inventory Mgmt Signature: _____ Date Checked Out: _____

IT Security Signature: _____ Date: _____

Date Property Assigned/Loaned: _____ Property Receipt Expiration: _____

IT Equipment Return Only

Recipient's Signature and Date: _____

Inventory Mgmt's Signature and Date: _____

Equipment Damaged? (Basic inspection): Yes No Inspected by (Initials): _____

Comments (Required if equipment is damaged): _____

