IT Policy 1.01

(Information Technology)

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Subject:	**ITS ASSET MANAGEMENT POLICY**
Scope:	**ALL ITS ASSETS PROCURED, MAINTAINED OR SUPPORTED BY MIDDLESEX COUNTY ITS**
Issued:	**September 8, 2015**
Revised:	**February 14, 2023**

Purpose

The Asset Management Policy defines the procurement, provisioning, and disposal/destruction of electronic devices ("ITS Assets") which are property of Middlesex County.

Definitions

"(ITS) Asset" means any physical electronic device owned by Middlesex County, which may contain or have access to sensitive information such as files and emails or has considerable value and is uniquely identifiable via a serial number or other means.

"(The) County" shall be taken to mean the Corporation of the County of Middlesex.

"Authorized Person(s)" means any employee, consultant or contractor of Middlesex County who has been approved by their respective Department Head under this policy.

"Bring Your Own Device (BYOD)" - See "Personally Owned Mobile Device(s)" for further information.

"Corporate Information" is any information, files, or communications which could be considered sensitive, privileged, or confidential, stored within ITS Assets owned by Middlesex County.

"Information Technology Service Management System (ITSM)" is software used for managing end-to-end delivery of IT services such as service requests, hardware purchases and reporting.

"ITS" means Information Technology Services.

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"Personally Owned Mobile Device(s)" are any Mobile Devices which are owned and maintained by the Authorized Person and used for business purposes. These devices must adhere to the Mobile Device Security and Hardware Standards outlined in ITS Policy 5.01 – Cellphone and Mobile Device Policy.

Policy

All information technology assets ("ITS Assets") must be procured in compliance with Middlesex County's Purchasing Policy. Technologies that store or provide access to sensitive information or provide remote access to systems or infrastructure must be reviewed by Middlesex County ITS prior to acquisition or procurement per the Procedures in this Policy.

Any ITS Asset as defined in this document shall be subject to a Risk Assessment, which defines the potential damage an ITS Asset may cause should it be rendered inaccessible (lost, stolen, damaged, or compromised), and the likelihood of the ITS Asset being rendered inaccessible.

While Personally Owned Mobile Devices are not considered Middlesex County ITS Assets under this Policy, their use is subject to the Middlesex County Cellphone and Mobile Device Policy (IT Policy 5.01).

Procedure

1.   Procurement of Assets

Middlesex County ITS provides procurement services for the purchase of computer software, workstations, laptops, servers, mobile and network devices, and associated accessories. By providing procurement services, Assets purchased under this arrangement are ensured to meet both Middlesex County and Middlesex County ITS requirements. This includes meeting current hardware and software standards and adhering to the Middlesex County purchasing policy. Middlesex County ITS also maintains an Information Technology Service Management (ITSM) system which tracks the lifecycle of Assets in use at Middlesex County.

Assets procured through Middlesex County ITS shall be deployed by Middlesex County ITS staff and will be supported by Middlesex County ITS for the lifecycle of the Asset.

Assets may be directly procured through an approved third-party vendor, such as components of an audio-video or automation system. These Assets shall be identified and added to the ITSM system, provided they fall under the definition of "ITS Asset" in this document.

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Where possible, Middlesex County ITS shall be consulted prior to the procurement of these third-party Assets as there may be operational implications through the procurement, installation, and maintenance of these assets.

2.   Support, Maintenance or Warranty

All hardware and software must be accompanied by support, maintenance, or warranty for the expected lifecycle of the hardware or software. This allows the Middlesex County ITS to properly support and maintain the hardware or software.

3.   Disposal of Assets

When an Asset is no longer fit for purpose, Middlesex County ITS staff shall mark the Asset as Disposed in the ITSM system and recycle it using an approved electronic recycling organization.

a) Assets which are marked for disposal shall have any confidential or sensitive information removed prior to the recycling of the Asset.
b) Physical storage Assets shall be removed from the Asset for physical destruction by an approved electronic recycler. Accepted physical destruction includes shredding or degaussing.
c) Physical storage Assets shall be stored in a secured manner while awaiting physical destruction.
d) Middlesex County ITS staff shall visually monitor the physical destruction of these Assets. Should visual monitoring be unavailable for security or safety reasons, the electronic recycler shall provide certification of destruction of these Assets.

Note: Please do not throw out old computer equipment. To help protect the environment, a licensed recycling company will be contracted to dispose of this equipment.

All computer equipment is the property of Middlesex County and cannot be given away or donated without proper authorization.

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4.   Hardware Replacement and Upgrades

Repurposing Assets

When an Asset has been replaced, it may be repurposed at the discretion of the Director of ITS, should Middlesex County ITS staff deem it to be fit for purpose.

a) In most cases, Assets which are to be repurposed shall be restored to their original configuration, with any personal or sensitive data removed.
b) As required, an Asset may be repurposed without restoring to its original configuration. This is typically for scenarios in which an Asset is being reused for the same purpose it was originally used, or the Asset does not contain personal or sensitive data.
c) The ITSM system shall be updated to include information regarding the repurposing of this Asset.

Fit for Purpose

To be deemed Fit for Purpose, an Asset must:

a) Be supported by the vendor or manufacturer through the release of feature updates or security patches.
b) Be in good working order and capable of performing the task for which the Asset is intended to be used.
c) Be supportable by Middlesex County ITS staff through the availability of software updates or spare parts required to maintain the good working order of the Asset.

Should an Asset no longer be deemed fit for purpose, Middlesex County ITS will no longer be able to support the Asset and will recommend its disposal.

5.   Hardware Lifecycle & Replacement Plans

Middlesex County ITS will complete department-specific hardware replacement plans before each year's budget to determine which hardware needs replacing. This plan will maintain the integrity of the overall network and its associated information systems.

Hardware replacement plans will be developed by examining the current inventory of each department and applying current industry best practices for the replacement of technology. Requirements and recommendations will be submitted to the department head for inclusion in their budget.

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This chart defines the anticipated lifecycle for an Asset. At the end of the anticipated lifecycle, Middlesex County ITS staff will recommend disposal and replacement of the Asset.

Asset Type	Anticipated Lifecycle
Workstation	4-5 Years
Laptop	4-5 Years
Server	7 Years
Network Device	4-7 Years
Mobile Device	2-4 Years
Smart Device	3-5 Years

6.   Documentation and Reporting

Staff are responsible for notifying Middlesex County ITS when Assets, as defined in this policy, are acquired, or relocated for centralized tracking. In addition, staff shall immediately notify Middlesex County ITS if an ITS Asset is damaged, lost or stolen and requires replacement or repair, as described in the Acceptable Use of Technology Policy (IT Policy 2.01).

Middlesex County ITS shall provide record-keeping services for assets procured or supported under this policy, as required by the Public Sector Accounting Board (PSAB). Additionally, records shall be maintained regarding Asset location, user information, external support services/warranties, and recommended lifecycle for ITS Assets.

7. Compliance

Middlesex County ITS enforces this Policy and related standards. Anyone who has reason to suspect a deliberate and / or significant violation of this Policy is encouraged to promptly report it to the Middlesex County ITS Service Desk. Policy violations that come to the attention of the ITS Service Desk will be escalated to the Director of ITS.