

## Procedure: Managing IT Corporate Resources

Procedure Reference: P/C/IT/007.006

Version: 1

Person Responsible: Information and Communication Technology Services Director

### 1. Purpose

The purpose of this procedure is to manage IT assets under the custody of the Information and Communication Technology Services including corporate software and hardware in an efficient and effective manner.

### 2. Related Policy

- Information and Communication Technology Services Policy C/IT/006

### 3. Related Documents (Rules, Guidelines, Flowcharts, Forms)

- ICTS Request Form F/C/IT/007.001
- ICTS VPN Request Form
- ICTS Network Service Request Form
- Event ICTS Support Request Form
- ICTS Guidelines

### 4. Procedures

Step	Responsible	Outcome	Location (Optional)
1. Complete Corresponding Request Form available on SharePoint with approval from the authorised management level and submit to ICT helpdesk	Requestor	Completed request with approval received	
2. Notify the requestor with the ticket number	Helpdesk System (Automated)	Notification email	Helpdesk System
3. *Verify the request and complete it	Helpdesk Team	Verified request	Helpdesk

Step	Responsible	Outcome	Location (Optional)
or assign it to the corresponding team			System
4. Assess the completed Request based on the following criteria:  Compatibility with the existing system I. Reliability and II. Availability.	ICTS Team	Recommendation on the appropriateness of the request	
5. Send email to requestor providing timeframe required to complete the request	Corresponding ICTS Team Member	Timeframe defined	Helpdesk System
6. **Notify the requestor with the request status and request a further level of approval as required.	ICTS Team	Requestor Notified	
7. Process the approved request and procure if necessary (Refer to the Procurement Procedure)	ICTS Team	Request Processed	Helpdesk System
8. Deliver the requested ICT asset, software or hardware to the requestor	ICTS Team	Service Delivered	Helpdesk System
9. Provide feedback on the quality of services provided by ICTS	Requestor/User	Feedback	
10. Report biannually to AB and SMT the status of the services provided across the Polytechnic.	ICTS Team	Biannual Report	
<p>*If the request is rejected the requestor will be notified by email.</p> <p>**Update the requestor with the progress of the request until closed.</p> <ul style="list-style-type: none"> <li>• use their machines in a safe manner;</li> <li>• never eat or drink near Laptops or PCs;</li> <li>• keep all accessories, including driver and recovery CDs in a safe place;</li> <li>• return all equipments at the end of contract, including all accessories according to the 'Exit checklist'.</li> <li>• inform the ICTS for any use of IT related asset</li> <li>• never change any setup or configuration to IT assets without prior notification and approval from ICTS</li> <li>• Returned or disposed assets requests must be validated by ICTS.</li> <li>• Download of any software license must be reported to the ICTS.</li> </ul> <p>Note: ICT has the right to monitor all IT assets and to reset any configuration or set up different that what ICTS has configured.</p>			

## 5. Application

People:

- Staff

Processes:

- Procurement
- Standard Operations

## 6. Key Dates

First Approved:

This Version Approved:

Next Review Date: