IT STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE:	**IT ASSET MANAGEMENT**	

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1.0.12 IT Asset Management

1. ## PURPOSE

   The purpose of this Standard Operating Procedure (SOP) is to establish guidelines for the effective management of IT assets within DBL GROUP. This SOP aims to ensure proper tracking, maintenance, and disposal of IT assets, promoting efficiency, security, and compliance.

2. ## SCOPE
   This SOP applies to all IT assets owned or leased by DBL GROUP, including but not limited to hardware, software, networks, and peripherals.

3. ## ROLES AND RESPONSIBILITIES

   3.1 **IT Fixed Asset Manager:**
   ❖ IT Fixed Asset Manager responsible for overseeing the entire IT asset lifecycle.

   ❖ Maintain an updated inventory of all IT assets.

   ❖ Ensure compliance with licensing agreements and software usage policies.

   ❖ Implement security measures to protect sensitive information stored on IT assets.

   ❖ Plan and execute regular audits of IT assets to verify accuracy.

   3.2 **IT Department**
   ❖ Collaborate with the IT Fixed Asset Manager to update the asset inventory regularly.
   ❖ Monitor the performance and health of IT assets.
   ❖ Provide necessary support during asset audits.

   3.3 **End Users**
   ❖ Report any changes or issues related to IT assets promptly.
   ❖ Comply with IT asset policies and guidelines.

4. **IT Asset Lifecycle Management**
   4.1 **Acquisition:**

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❖ All IT asset acquisitions must be documented and approved.
❖ Maintain purchase records, including invoices and warranties.

4.2 **Deployment:**
❖ Assign assets to end users based on their roles and responsibilities.
❖ Record asset assignments and track changes in ownership.

4.3 **Maintenance and Upkeep**
❖ Implement regular maintenance schedules for hardware and software.
❖ Keep track of updates, patches, and licenses.

4.4 Decommissioning and Disposal
❖ There is a clearly define guideline for disposal of obsolete or non-functional IT assets. **(See Appendix-A and B)**
❖ Ensure sensitive data is securely wiped from storage devices before disposal**. (See Appendix-A and B)**

5. **Asset Inventory**
❖ IT Team maintain a centralized and up-to-date IT asset inventory in SharePoint and EBS
❖ IT Keep detailed information such as asset type, model, serial number, location, and assigned user.

6. **Security Measures**
❖ All the information is stored implementing security protocols to safeguard IT assets against unauthorized access or data breaches.

7. **Auditing and Reporting**

❖ IT & Fixed Asset Team Conduct periodic audits to verify the accuracy of the IT asset inventory.
❖ IT Team generate monthly reports on asset status, utilization, and compliance.

8. **Training and Awareness**

❖ Provide training to end users on IT asset management policies and procedures.
❖ Promote awareness regarding the importance of IT asset security and compliance.

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9. Documentation

   ❖ Maintain comprehensive documentation for all IT asset-related processes and activities.

10. **ABBREVIATIONS**

   SOP - Standard Operating Procedure
   IT - Information Technology

11. **REVIEW AND REVISION**

   The SOP is regularly reviewed and updated to incorporate changes in technology and organizational needs.
   Periodic assessments of the change management process are conducted.

12. **COMMUNICATION:**

   Clearly communicate the SOP to all relevant stakeholders. Ensure that employees are aware of their roles and responsibilities and understand the implications of not adhering to them.

13. **ACCESSIBILITY:**

   Make the SOP easily accessible to all relevant personnel. This could involve storing it in a central repository, such as an intranet or document management system.

14. **REFERENCES**

   a. FDA's 21 CFR Part 11: Electronic Records; Electronic Signatures
   b. GAMP 5: A Risk-Based Approach to Compliant GxP Computerized
   c. Company IT Policies and Procedures
   d. Industry Best Practices

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15. APPENDICES

APPENDIX-A	Fixed Asset Policy DBL Group
APPENDIX-B	IT Policy for Device and Reimbursement

REVISION HISTORY

REVISION DATE	REVISION NUMBER	DESCRIPTION OF REVISION
02 Feb' 24	01	First edition of the SOP

APPROVAL		
Prepared by:	**Signature**	**Date**
Name: Md. Atiqur Rahman		
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Reviewed by:	**Signature**	**Date**
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Designation: Sr. Manager		
Approved by:	**Signature**	**Date**
Name: Zahidul Alam		
Designation: CIO		

Authorized by:	Signature	Date
Name:		
Designation:		

Distribution:
1. **IT Department**
2. **HR**
3. **Related stakeholders (Management Employee)**

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