Asset Management (Creation) Procedure

1. **Purpose**

The objective of this process is to ensure the proper management and issuing of IT assets for the Authority’s Departments.

1. **Scope**

The procedure starts with the receipt of an Asset Request & Return Form and ends with the provided IT asset, resolved request and updated IT Asset Register.

1. Narrative
2. The End User raises a request for a new asset as per business requirements and in conformance to the IT Department policy.
3. Does the request for a new asset have the necessary approvals as per the Authority’s DoA?
   1. **Case A – Yes;** in case the request is approved, proceed to step 3.3.
   2. **Case B – Request Clarifications;** in case the request is missing the necessary approvals revert to the requesting department for clarifications and return to step 3.1.
4. The request is reviewed in order to be approved or rejected as per the DoA.
   1. **Case A – Yes;** in case the request is approved, inform the Facilities Department and proceed to step 3.5.
   2. **Case B – No;** in case the request is rejected, proceed to step 3.4.
5. The IT Helpdesk Specialist sends a message and the respective reason to the requesting department that the request has been declined. **Process ends.**
6. The Facilities Department receives the request and checks whether the requested asset is in stock.
   1. **Case A – Yes;** in case the asset is in stock, proceed to step 3.6.
   2. **Case B – No;** in case the request is rejected, proceed to step 3.7.
7. The IT Infrastructure Manager purchases the needed asset as per the relevant Procurement & Contracts policy and procedures. Proceed to the **“FLO-PRO-v1.0-1.4 – Purchase Requisition”** process before continuing.
8. The Facilities Department provides the necessary asset from the store to the IT Department.
9. The IT Helpdesk Specialist provides the necessary asset to the End User.
10. The IT Helpdesk Specialist updates the IT asset register accordingly after fulfilling the raised asset request.
11. Asset Management (Creation) Flowchart

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1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Time Taken to Issue Requested Asset | KPI |
| Time taken from the receipt of the asset request from the requesting department to the time the asset is handed over. | Description |
| *Date of Asset Request – Date of Asset Handover to Requesting Department* | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Fulfillment of Request for a New Asset |  | Relevant Department | N/A |
| Providing the Necessary Assets |  | Facilities Department | Corporate Resources Deputy Governor |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Helpdesk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.