Asset Management (Retrieval/Disposal) Procedure

1. **Purpose**

The objective of this process is to ensure the proper management and retrieval 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 returned IT asset, resolved request and updated IT Asset Register.

1. Narrative
2. The requestor sends the Asset Request & Retrieval form to the IT Division for retrieval of an IT asset during the process of separation of an Employees from the Authority along with the asset in question.
3. Upon receipt of the returned asset, the Facilities Management Department assesses whether or not the IT Asset is in proper working condition and whether there is any damage.
   1. **Case A – Yes;** in case the asset is in good working condition, proceed to step 3.3.
   2. **Case B – No;** in case the asset is not in a good working condition, proceed to step 3.5.
4. The IT Infrastructure Specialist performs system configuration/ reconfiguration as required.
5. The Facilities Management Department retrieves the asset and ensures that the asset inventory reflects the changes made. Proceed to step 3.8.
6. The Facilities Management Department assesses the damage to the asset and informs the HC Department of the damaged asset. **Proceed to step 3.6.**
7. Is the disposal of the asset required?
   1. **Case A – Yes;** in case the disposal of the asset is required, return to step 3.7.
   2. **Case B – No;** in case the disposal of the asset is not required, return to step 3.3.
8. The decision of the disposal of the asset is reviewed and approved or rejected as per the DoA.
   1. **Case A – Yes;** in case the disposal of the asset is required, proceed to the **“FLO-FIN-v1.0-1.21 – Fixed Asset Disposal”** before proceeding to step 3.8.
   2. **Case B – No;** in case the disposal of the asset is not required, return to step 3.3.
9. The IT Helpdesk Specialist updates the IT Asset register accordingly after the asset has been retrieved or disposed of.
10. Asset Management (Retrieval/Disposal) Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Asset Working Condition Assessment | KPI |
| Ratio of the "not good working condition" assets to the total number of asset disposal requests | Description |
|  | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Fulfillment of Request for Asset Retrieval |  | Relevant Department | N/A |
| Providing Assessment of Asset Working Condition |  | 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.