IT Equipment and Life Cycle Management Procedure

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Information Classification

☐	Public
☒	Internal
☐	Confidential
☐	Restricted

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1. Objectives

- IT equipment Life Cycle Management helps in ensuring Information Security from the time of purchase till the disposal of the IT hardware assets. It covers following phases for the IT hardware assets:
- Acquisition
- Operation & Maintenance
- Replacement Disposal

2. Scope

The procedure is applicable to all IT equipment assets procured for the operations at Trianz, India for all the Trianz managed products & Services

3. Reference(s)

None

4. Procedure

4.1 Acquisition

Refer System Acquisition Process

4.2 Operation and Maintenance

- Information System & Project/Product team Administrators are responsible for ensuring proper maintenance of the IT assets allotted to them
- Information System & Project/Product team maintains list of all the critical IT hardware assets along with their maintenance schedules as prescribed by vendors.
- Equipment is maintained in accordance with the supplier's recommended service intervals and specifications.

- Only authorized maintenance personnel are allowed to carry out repairs and service equipment.

- Records are kept of all suspected or actual faults and all preventive and corrective maintenance.

- The maintenance personnel from vendors are adequately monitored during maintenance operations carried out in-house.

- In case the IT asset needs to be sent out for maintenance, then documentation is prepared to ensure traceability and accountability. Adequate packing and handling instructions are given to the transporter for ensuring physical safety during transit.

- Appropriate care is taken when sending equipment off premises for maintenance.

- Requirements of insurance policies relating to IT assets, if any, are complied with

- Timely hardware upgrade shall be performed for both hardware and software components of IT equipments

- Hardware upgrades shall be applicable to Processors, Adaptors/cables, Interface/Host Bus Adapters, Storage (Disk and Tape), Memory, Chassis (rack, power)

- Software Upgrade shall be applicable to Operating Systems, Database, File management, Security Devices

- Hardware and Software will be tracked and reviewed monthly

4.3 Replacement

- IT Equipment Hardware includes Desktops, Laptops, Servers, Switches and routers

- IT hardware may be replaced once in 5 years

- IT Equipment Software includes Operating System, Database Systems and Security Applications

- Operating systems, security related software may be replaced once in 3 years based on the business requirements, technology change, End of Life announcement which ever is earlier.

- Replacement of IT hardware will be performed as per IS Operation process document " 3.6 Maintenance of Hardware"

4.4 Disposal

- Information can be compromised because of careless disposal or re-use of equipment. Following safeguards are taken at the time of disposal of IT hardware assets:

- Respective IT Administrators approve whether to dispose an IT asset including mode of disposal and record disposal details will be maintained.

- Storage devices containing sensitive information are physically destroyed when no longer required or securely overwritten. For example, bad hard drive should be destroyed by degauss.. When using service of suppliers of information deletion, obtaining evidence of information deletion from them.

- Where third parties store the organization's information on its behalf, the organization should consider the inclusion of requirements on information deletion into the third-party agreements to enforce it during and upon termination of such services.

- Low level formatting is done rather than using the standard "Delete" function.

4.5 Deleting obsolete versions, copies and temporary files.

- All items of equipment containing storage media, e.g. fixed hard disks are checked to ensure that any sensitive data and licensed software is removed or overwritten prior to disposal.
- Damaged storage devices containing sensitive data are checked for data access and then decision is taken whether to repair, discard or destroy it.

5. ISO Control Mapping(s)

Category of Control	ISO 27001:2022 Control	Document Name as per ISO 27001:2022

Physical controls	7.13 Equipment maintenance Control Equipment shall be maintained correctly to ensure availability, integrity and confidentiality of information.	IT Equipment Life Cycle Management Procedure
Physical controls	7.14 Secure disposal or re-use of equipment Control Items of equipment containing storage media shall be verified to ensure that any sensitive data and licensed software has been removed or securely overwritten prior to disposal or re-use.	IT Equipment Life Cycle Management Procedure

Document Control

Owner:	CISO		Release ID:	IELCM-PROC-0047

For Trianz Process Improvement Group (TPIG) Purpose Only

Version History

Ver. No.	Author	Reviewer	Approver	Date	Reason for Change	Change Description
0.00	Jyotessh G Nair			19-Feb-07	Initial draft	
.1.00	Jyotessh G Nair			26-Feb-07	Baseline is approved by Zulfikar Deen.	☐ Approved Baseline.
1.01	Bharateesha B R			14-May-09	Risk Assessment and Risk Treatment Plan	☐ Provided more clarity on different approaches to maintenance of IT systems
2.00	Balu Nair			03-Jun-09	Approval for Baseline	☐ Baselined

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2.01	Chakravarthi			30-Dec-10	QMG review	• Formatted entire document • Updated document properties ☐
3.00	Chakravarthi			30-Dec-10	Request for baseline	☐ Baselined ☐
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TRIANZ℠

Contact Information

Name

Email

Phone

Thank You

infosec@trianz.com