

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
1 of 23**SCOPE**

This General Instruction (GI) outlines the policies and procedures to be followed by company personnel in their custodianship of Information Technology ("IT") issued assets and to describe the roles and responsibilities of Information Technology, custodian organizations and employees. It further defines the procedures to process end-user requests for new assets, assign Physical ID, the relocation, removal, custodianship transfer, device connection, and loan of IT devices. In addition, this GI covers IT assets physical inventory and request approval authority requirements, procedures to report and write-off lost or stolen devices and the corresponding corrective action guidelines.

The following infrastructure, IT standard end-user devices, accessories, software, peripherals, servers and networking devices are covered in the scope of this GI:

Infrastructure, End-User Devices, Accessories, & Software

- PC with Keyboard & Mouse
- Laptop
- Printer
- Plotter
- Scanner
- Computing Software
- Computing Accessories
- Mass Storage
- Docking Station
- Mobile PC
- Monitor
- Special Function
- Pager
- Fax Machine
- Mobile Phone
- Radio
- Communications Accessories
- Communications Software
- Navigation
- Satellite Terminal
- Radio Infrastructure

Asset Code

401  
402  
403  
404  
405  
406  
407  
408  
409  
410  
411  
412  
471  
472  
473  
474  
475  
476  
477  
478  
479

Prefix

BC  
BC  
BP  
BP  
BS  
-  
CA  
BE  
DS  
BC  
BM  
PD  
RX  
FX  
RX  
RX  
MA  
-  
RX  
RX  
RX

Server & Networking Devices, Accessories, & Software

- Server
- Repeater
- Router
- Networking Accessories
- Networking Software

451  
452  
453  
456  
457

SV  
XR  
LS  
N/A  
-

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**ISSUE DATE  
June 2010REPLACES  
08/01/2008

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**APPROVAL  
**HKA**PAGE NO.  
2 of 23**TABLE OF CONTENTS**

<b><u>Section</u></b>	<b><u>Section Title</u></b>	<b><u>Page No.</u></b>
<b>1.0</b>	<b>GLOSSARY</b>	<b>2</b>
<b>2.0</b>	<b>GENERAL INFORMATION</b>	<b>4</b>
<b>3.0</b>	<b>INTENT &amp; USE OF THE GI</b>	<b>4</b>
<b>4.0</b>	<b>REQUESTS FOR NEW ASSETS</b>	<b>5</b>
<b>5.0</b>	<b>REQUESTS FOR DEVICE RELOCATION, REMOVAL, CUSTODIANSHIP TRANSFER, DEVICE CONNECTION, LOAN DEVICE &amp; PHYSICAL ID</b>	<b>5 - 6</b>
<b>6.0</b>	<b>SIM CARD CUSTODIANSHIP TRANSFER, CHANGE OF SERVICE PROVIDER (SP) &amp; REPLACEMENT OF A DEFECTIVE SIM CARD</b>	<b>6 - 7</b>
<b>7.0</b>	<b>PROCESSING OF REQUESTS FOR FORECASTED DEVICES</b>	<b>7 - 9</b>
<b>8.0</b>	<b>END-USER ACCOUNTABILITY FOR RADIO ASSETS</b>	<b>9 - 10</b>
<b>9.0</b>	<b>IT ASSET MANAGEMENT</b>	<b>10 - 14</b>
<b>10.0</b>	<b>REPORTING &amp; WRITING-OFF LOST OR STOLEN END-USER DEVICES</b>	<b>14 - 15</b>
<b>11.0</b>	<b>CORRECTIVE ACTIONS ON THE USE OF END-USER DEVICES</b>	<b>15 - 20</b>
<b>12.0</b>	<b>APPROVAL</b>	<b>20</b>
<b>13.0</b>	<b>EXHIBITS</b>	<b>21 - 23</b>

**1. GLOSSARY****1.1 Abbreviations and Acronyms**

AITD	Area Information Technology Department
BL	Business Line
BLITC	Business Line IT Coordinator
CSL	Computer Security Liaison
EUDMU	End-User Devices Management Unit
GPS	Global Positioning System
GSM	Global System for Mobile Communication
IT	Information Technology
IT-AM	IT Account Manager
ITAMS	IT Assets Management System
ITSI	IT Service Instruction
PC	Personal Computer
PDA	Personal Digital Assistant
SIM	Subscriber Identity Module

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ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **299.110** ApprovedISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
3 of 23**1.2 Reference Instructions****1.2.1 Accounting Instructions**

AI 206	Accounting for Disposition of Capital Assets
AI 207	Sales of Company Assets
AI 208	Accounting for Auction Materials and Equipments
AI 320	Accounting for Trade in Sales

**1.2.2 General Instructions**

202.305	Assets Plant Tag Numbering and Preparation of Form SA-9032 & SA-9032-1 "CREATE ASSET MASTER DATA"
207.050	Form SA-630 "Capital Assets Change Authorization"
207.060	Physical Inventory of Fixed Assets

**1.2.3 IT Service Instructions**

ITSI 200	Radio Asset Control and Accounting Program (RACAP)
ITSI 210	Destruction of Obsolete/Damaged Unneeded Communications Equipment

**1.3 Main ITAMS Transaction Codes**

The transactions below allow authorized end-users to forecast and request assets as well as to display and report ITAMS information:

<u>Transaction Code</u>	<u>Function</u>
ZMTC01	IT Asset & Inventory System
ZMTC25	Create Request
ZMTC40	Request Information
ZMTC52	Change Asset
ZMTC53	Display Asset
ZMTC55	Asset Master Mass Change
ZMTC58	Asset Inventory Report
ZMTC79	IT Asset Information Analysis
ZMTC137	Forecast Management - Org Unit Requirements
ZMTC138	Forecast Management- Proponents Approval
ZMTC139	Forecast Management - IT Coordinator

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**ISSUE DATE  
June 2010REPLACES  
08/01/2008

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**APPROVAL  
**HKA**PAGE NO.  
4 of 23**2.0 GENERAL INFORMATION**

- 2.1 AITD plans, budgets, purchases, leases, and manages IT standard end-user devices such as computing, communication/wireless and software for issuance to satisfy corporate BL forecasted and unplanned requirements.
- 2.2 The procurement and inventory management of IT standard end-user devices and software (receipt, storage, issuance and tracking) are processed and controlled through ITAMS for which AITD is the system proponent and administrator. IT Physical IDs are assigned to computer, communication and network devices procured through ITAMS for tracking and maintenance support purposes.
- 2.3 BL Organizations are responsible for purchasing accessories and consumable Items through Business to Business (B2B) purchase agreements or Direct Charge Requisitions using their Net Direct Expenditure (NDE) funds; exceptions to this are consumable items that are supplied under lease agreements e.g. printer toners, cartridges, etc. Consumable items and accessories such as flash memory, Web cameras, removable hard disks and battery chargers are not tracked in ITAMS or assigned physical IDs.
- 2.4 Networking devices are procured and managed by Communications Engineering & Technical Support Department (CE&TSD) through ITAMS.
- 2.5 Servers (Windows, Linux and UNIX) and other hardware are procured and managed by Computer Operations Department through ITAMS or Information Technology Purchasing Unit ("ITPU"). When ITPU is used, the purchased hardware will be added to ITAMS for tracking purposes. BL organizations are not permitted to procure servers (with the exception of EXPEC and business justified servers behind firewalls). Each BL IT Coordinator (BLITC) shall coordinate with their respective IT Account Manager (IT-AM) their application hosting requirements such as servers, data storage, backup space, databases and web hosting.
- 2.6 Project Coordination Group ("PCG") under CE&TSD is IT's single point of contact during the various stages of PMT executed projects; all procurements of computing (Hardware & Software) and communication/wireless IT assets under such projects must be coordinated through PCG.
- 2.7 All comments and questions relating to this GI shall be directed to AITD.

**3.0 INTENT & USE OF THE GI**

This GI is intended for use by Saudi Aramco organizations and for reference by affiliate companies.

The sections within this GI relating to IT end-user devices, hardware & software, do not apply to:

- 3.1 The Exploration and Producing (E&P) Business Line, unless the end-user device:
  - Will be physically connected to IT computers or networks.
  - Was purchased by IT using funds allocated to E&P.
  - Will upgrade an E&P workstation defined in ITAMS.
- 3.2 All end-user devices, approved, purchased, acquired and/or supported by any organization outside IT, unless the device will be maintained by IT and defined in ITAMS or connected to the IT network.

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**

G. I. Number

Approved

**299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
5 of 23**4.0 REQUESTS FOR NEW ASSETS**

All "Requests for Forecast" (as per the approved BL forecast allocations) and "Requests for New Asset" (unplanned) for IT standard end-user devices such as computing, wireless communications, network and software shall be initiated by the respective department CSL or authorized ITAMS user through SAP PRC Finance & Logistics Transaction ZMTC25; refer to EXHIBIT-1 for approval authority requirements.

Upon delivery of desktop PCs to customer premises, IT shall install and configure them for direct use for their intended purposes. Storing desktop and laptop PCs by custodian organizations is not permitted. Unutilized desktop and laptop PCs incur unnecessary lease and software licensing costs to the company.

**5.0 REQUESTS FOR DEVICE RELOCATION, REMOVAL, CUSTODIANSHIP TRANSFER, DEVICE CONNECTION, LOAN DEVICE & PHYSICAL ID**

The IT Asset Management System enables custodian end-users to request services related to their IT assets. Capital IT assets are handled in compliance with General Instruction 207.050 Form SA-630 "Capital Assets Change Authorization". The corporate capitalization threshold is \$20,000 (\$10,000 for assets procured before April 1, 2008).

Any Saudi Aramco employee with appropriate organizational approval hierarchy may fill the required detailed information and submit any of the following on-line requests by logging-on to the Corporate Portal and accessing the "Services" tab and "IT Assets" category:

**5.1 Request for Device Relocation**

This service request is intended to relocate IT-issued end-user device(s) within an office facility (cubicle/room/floor), administration, community or to other regional areas. This request applies to the relocation of an individual device or a number of devices related to an office move.

It is important to note that, employees must not relocate by themselves IT-issued device(s) without the submission and approval of a service request and coordination with AITD local representatives. AITD is responsible for carrying-out the physical relocation of IT devices and updating the ITAMS of ensuing changes in location and site contact information. Customer organizations shall ensure that Material Gate Passes for relocating IT assets are only issued to authorized IT technicians or affiliated contractors.

**5.2 Request for Device Removal**

This service request is intended to remove "excess" IT end-user device(s) from custodian organizations and return them back to IT inventory. The removal request is also intended to remove loan devices from the customers' custody immediately following the expiration of the loan period. The physical removal job and updating of the ITAMS are completed by Computer and Communications Warehouse or AITD local representatives.

**5.3 Request for Device Custodianship Transfer**

This service request is intended to change the device custodianship, such as end-user badge number and/or organization code, for a particular IT-issued end-user device as a result of a re-organization or employee transfer to another organization. Device custodianship is defined as the assignment of an IT Device or software to an employee badge number or organization cost center in the ITAMS.

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
6 of 23**5.4 Request for Device Connection**

This service request is intended to install and activate computing network connections (RJ-45 connectors). Up to five (5) individual computing devices can be attached to this request using the attachment facility. If the business requirement is in excess of these numbers, the customer is requested to contact their respective IT-AM to generate the request through the ITAMS.

**5.5 Request for IT Loan Device**

This service request is intended to obtain IT end-user devices on loan basis for a maximum period of ninety (90) consecutive days. Customers are encouraged to initiate and obtain approval from their management at least three (3) weeks before the required loan start period. This is to ensure that IT has the required devices available for loan issuance since limited quantities of IT loan devices are available in the IT Warehouse to be issued on a "first-come-first-serve" basis.

AITD representatives shall be responsible for the issuance, delivery, setting-up/configuration, dismantling, removing the loan devices and updating the ITAMS.

Customer organizations shall submit a Request for Removal (section 5.2) of loan devices promptly at the end of the loan period and make them available for collection by IT representatives; for loan period extension, refer to EXHIBIT-2.

Upon expiry of the loan period (including any extensions) and in case the loan device is missing and cannot be returned to IT; the custodian organization shall report the incident to Industrial Security for Investigation in accordance with the procedures in section (10).

**5.6 Request for Physical ID**

This service request is intended to issue a Physical ID for customer-funded and purchased IT standard devices. This practice should be discouraged and only allowed for special cases; such physical IDs are issued for the purpose of maintenance and inventory tracking only. The customer CSL shall enter all required detailed information in the system. In such cases that the procured device has no existing "SAP Material or 9STK Number," the customer CSL shall coordinate with EUDMU/AITD in obtaining one by filling the relevant Material or 9STK information sheet (Refer to EXHIBIT-3) and submitting the same to EUDMU.

It is important to note that, for any customer-purchased IT standard end-user device(s), AITD will only coordinate IT Help Desk-generated Trouble Tickets for vendor service support during the device's warranty period. All additional maintenance charges not covered under the device/equipment warranty terms and conditions shall be borne by the custodian organization. Post-warranty service support of such device(s) shall be handled solely by the customer organization. Information Technology shall not replace customer procured non-standard IT devices.

**5.7 Cancellation of Delayed Requests**

Service requests, for which the end-user is not available or the device is not made ready (including issuing the required Material Gate Passes) for the IT technician to carry out the requested service shall be cancelled after 7 business days from the time the requestor is first notified of the date and time schedule of the action. AITD technician shall coordinate and notify the end-user by e-mail of a second scheduled date and time before cancelling the request if the work remains hindered.

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number Approved**299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
7 of 23**6.0 SIM CARD CUSTODIANSHIP TRANSFER, CHANGE OF SERVICE PROVIDER (SP) & REPLACEMENT OF A DEFECTIVE SIM CARD****6.1 Transfer of SIM Card Custodianship**

Any Company employee with an IT-issued business SIM card may apply for its transfer to their personal ownership by following these procedures:

6.1.1 Initiate a Removal Request to return the mobile phone device to the designated IT warehouse and retain a copy of the signed removal document.

6.1.2 Submit in person, the following forms and identification cards to EUDMU or local Area Information Technology ("AIT") Division:

6.1.2.1 A completed Saudi Aramco [Form SA-6934](#) "Communications & Support Equipment Service Request" duly-approved by the employee's Department Head and concurred by AITD Manager.

6.1.2.2 A completed and signed SIM card Service Provider (SP) Service Contract Form.

6.1.2.3 Copy and original of the National ID card for Saudi Arab employees or Iqama/Passport for expatriate employees.

6.1.2.4 Copy and original Saudi Aramco employee ID card.

6.1.2.5 Copy of the signed IT warehouse removal document to confirm that the mobile phone device has been returned to IT inventory.

The transfer of SIM card ownership may be applied upon the employee's retirement from the company or when the IT-issued mobile phone is no longer required for their day-to-day work activities.

The EUDMU or local AIT Division, upon receipt of all completed forms shall obtain Saudi Aramco Affair's concurrence signature and stamp and submit the SIM card SP Service Contract form to the SP to facilitate the SIM card ownership transfer. Once the SP action for the transfer of ownership is completed; the local AIT division shall update the ITAMS with the SIM card ownership transfer information to reflect the change in billing charges.

**6.2 Change of SIM Card Service Provider**

Any company employee with an IT-issued business SIM card may opt to change the SP based on their preference and coverage in their area. It is important to note that, switching back to the original SP will only be permitted after one year from the last SP change date; changing the SP while retaining the same number usually takes a long time to complete.

In order to request for a change of SP; employees may send an e-mail to [\\*GSM Change Service Provider](#).

**6.3 Replacement of a Defective SIM Card**

Any company employee with a defective SIM card may request for a replacement by contacting IT Help Desk (904) and personally picking up the replacement SIM card from the respective AITD division.



**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number Approved**299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
8 of 23**7.0 PROCESSING OF REQUESTS FOR FORECASTED DEVICES**

During the forecast cycle; BL organizations' requirements of IT end-user hardware and software shall be entered in the ITAMS Forecast Management Transactions and submitted for approval. Each BLITC shall coordinate with their respective IT-AM for inclusion of all quantity requirements and budget allocations for the following operational year. AITD shall secure funding for the approved forecasted IT end-user devices, purchase and issue them to BL customers.

**7.1 BL Responsibilities on Forecasted IT End-User Devices**

- 7.1.1 BLITCs shall be responsible for coordinating and submitting all forecasted quantities and estimated amounts of computing peripherals and client software to their designated IT-AMs for entry in the ITAMS Forecast Management Transaction ZMTC137. It shall also be the responsibility of the BLITCs to facilitate the approval by their BL "authorized approvers" of all forecasted requirements as per the ITAMS approval workflow.
- 7.1.2 Department CSLs or authorized ITAMS users shall be responsible for creating "Request(s) for Forecast" through ITAMS Transaction ZMTC25 based on approved BL forecast allocations.
- 7.1.3 BLITCs shall be responsible for reallocating forecasted quantities and budgets between their reporting organizations to satisfy their business requirements. Exceptional situations that require additional funds exceeding the approved allocations shall be discussed with the respective IT-AMs to determine acceptable alternatives to meet the BL's requirements.
- 7.1.4 BLITCs shall be responsible for the maintenance of BL allocation portion in ITAMS Forecast Management to allow the monitoring of expenditures against budgeted allocations.
- 7.1.5 BLITCs shall be responsible for providing SAP Role authority access for BL users in ITAMS. Users may access Information Technology Intranet Website and click on SAP Services on the left column to fill and submit approval requests for SAP Role assignment/authorization.
- 7.1.6 All authorized BL ITAMS users shall be responsible for monitoring their assigned asset inventories and taking the necessary actions upon any changes in asset locations, removals, site contact information, etc.
- 7.1.7 All approved Forecasted allocations (hardware & software) for which requests are not submitted and approved within the pertinent year shall be cancelled at the time of forecast cycle closure.
- 7.1.8 BL organizations shall first expend their approved IT forecast quantities and fund allocations to meet their immediate operational requirements before submitting any unplanned requests.
- 7.1.9 BL organizations shall ensure that forecasted additional desktop PCs are only requested for new-hire employees or justified business requirements; a justification letter approved by the Admin Area Head will otherwise be required along with the forecast request.



**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**ISSUE DATE  
June 2010REPLACES  
08/01/2008

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**APPROVAL  
**HKA**PAGE NO.  
9 of 23

7.1.10 BL organizations shall ensure that forecasted additional personal printers are only requested for supervisor position holders and above or specific functions such as Industrial Security gates, nurse and front desk stations, confidential printing; a justification letter approved by the Department Head will otherwise be required along with the forecast request.

## 7.2 IT Responsibilities on Forecasted Computing & Wireless/Communication Devices

7.2.1 IT-AMs shall be responsible for reviewing BL submitted IT end-user devices and software requirements in the ITAMS Forecast Management Transaction ZMTC137, as submitted by the BL IT Coordinators.

7.2.2 IT-AMs shall be responsible for coordinating and following up with their respective BLs to approve the forecasted requirements and submit them to AITD for inclusion in the following year's operating plan.

7.2.3 AITD shall Allocate approved funds based on BL forecasted requirements and procure the devices and software through the ITAMS.

7.2.4 IT-AMs shall track business organizations' IT end-user device expenditures against approved allocated funds.

7.2.5 EUDMU shall Issue approved forecasted computing and communications devices and software against ITAMS generated requests within the forecast year.

## 8.0 END-USER ACCOUNTABILITY FOR RADIO ASSETS

This section outlines the policies associated with Saudi Aramco radio and communication assets issued and assigned to end-users through the ITAMS. IT Service Instructions (SI) Nos. 200 & 210 (for related procedures and types of Saudi Aramco-owned radio assets) are also referenced in this section and can be found at IT Planning Division Intranet Website.

Saudi Aramco radio assets are considered sensitive and must be used and stored under strict control and accountability procedures that meet Saudi Arabian Government and Saudi Aramco security requirements.

All radios classified as accountable, as identified in ITSI 200, shall remain accountable from the time they are purchased and received by Saudi Aramco until they are either destroyed per ITSI 210; or reported lost or stolen in accordance with the procedures outlined in ITSI 200.

Equipment temporarily exported by Information Technology (IT) for repair or modification with the intent of being returned to Saudi Arabia; remain accountable by IT during the period of export. Any Saudi Aramco organization requiring the export and return of a radio equipment that is accountable must contact IT Government Coordination Group, CE&TSD for assistance.

### 8.1 Accountable Radio Devices

In general; any radio device (portable or non-portable) that requires frequency approval is deemed accountable as defined in the ITSI 200 and listed below:

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**ISSUE DATE  
June 2010REPLACES  
08/01/2008

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**APPROVAL  
**HKA**PAGE NO.  
10 of 23**8.1.1 Portable Radio Devices**

Radio devices that can be hand carried, such as:

- Portable Radios
- Emergency Position-Indicating Radio Beacon (EPIRB)
- Search and Rescue Transponder (SART)

**8.1.2 Non-Portable Radio Devices**

Radio devices permanently installed at a Saudi Aramco site or facility (e.g. office, drilling rig, barge, ship, boat, etc.); these include but are not limited to:

- Base Stations (VHF/UHF)
- Base Stations (HF)
- Extended Subscriber Radio Terminals
- Air-to-Ground Base Stations
- Broadcast Transmitters (FM/TV)
- Receivers (HF/VHF/UHF)
- Transmitters (HF/VHF/UHF)
- RADAR Transceivers
- Aeronautical Radio Beacons
- Satellite Navigation Receivers
- Microwave Transceivers, Receivers, Transmitters
- RACON (Radar Beacons)
- VSAT (Very Small Aperture Satellite Terminal)
- NAVTEX (Navigation Telex Receivers)
- DGPS (Differential Global Positioning System)

**8.1.3 Mobile Radio Devices**

Radio devices installed on land vehicles or onboard marine vessels, rigs or on special frames at fixed sites.

The above list is periodically updated based on the importation requirements and other applicable Saudi Arabian Government directives as well as Saudi Aramco requirements.

**8.2 Non-Accountable Radio Devices**

In general, any radio device that does not require frequency approval is considered non-accountable as defined in the ITSI 200 and listed below:

- Standard Broadcast Band Television Receivers
- Standard AM/FM Radio Broadcast Receivers
- RADAR Display Terminals
- Remote Controllers (i.e. Telemotes)
- Depth Sounders
- FAA Certified Aircraft Radios and Avionics (e.g. Altimeters) maintained by Saudi Aramco Aviation Department (Refer to ITSI 200 for reporting losses).
- RF Power Amplifiers
- GSM Handsets
- Pagers
- Global System for Mobile Communications (GSM) Subscriber Identity Module (SIM)
- Satellite Mobile Phones
- Global Positioning System (GPS)
- WI-FI Wireless LAN Access Point

**GENERAL INSTRUCTION MANUAL****299.110**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**ISSUE DATE  
June 2010REPLACES  
08/01/2008

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**APPROVAL  
**HKA**PAGE NO.  
11 of 23

- Broadband Fixed Wireless (BFW)

The above list is updated periodically based on the importation requirements and other applicable Saudi Arabian Government directives as well as Saudi Aramco requirements.

**9.0 IT ASSET MANAGEMENT****9.1 Device Ownership & Custodianship**

- 9.1.1 Information Technology is the "owner" and proponent of all IT standard end-user devices acquired using IT-sponsored funds.
- 9.1.2 Department Heads are the "custodians" of IT end-user devices and shall be responsible for such devices assigned to them, or for which they are shown as being the most recent custodians in the ITAMS. Delegation of custodianship or approval authority within a department is at the discretion of the individual Department Head.
- 9.1.3 Initiation of any changes to the asset information in the ITAMS shall be restricted to custodian employees, Department CSLs or authorized ITAMS users. However, business organizations may authorize or request IT representatives to assist them in updating ITAMS information based on the input provided and approved by the respective BL organization management.
- 9.1.4 Custodian employees shall safeguard company property from damage, loss or theft and must exercise reasonable care in the protection of company assets. Company assets are provided to employees for the benefit of the company and to facilitate the employee's performance of their job duties. Use of company IT assets for personal purposes is discouraged; employees shall be personally liable for loss, damage or costs incurred due to personal use.
- 9.1.5 Business organizations shall transfer end-user device(s) from the old to the new organization cost center when business functions are transferred along with the custodian employee. Employees who are permanently transferred or are on business assignments for three (3) months or more shall transfer with them their individually assigned desktop PCs to the new job locations in coordination with EUDMU. Employees transferring to a new organization shall clear all assets under their custodianship with their previous organization by submitting Custodianship Transfer Requests through ITAMS and obtaining the relevant approvals before the transfer takes effect.
- 9.1.6 Department CSLs or authorized ITAMS users, in their role as asset controllers of end-user devices, shall be responsible for maintaining an accurate and timely inventory of all assigned devices under their department custody which includes up-to-date location and end-user information.
- 9.1.7 Employees shall clear all IT-issued assets from their custodianship with the local designated Area Information Technology division prior to leaving Saudi Aramco for retirement, resignation, or permanent transfer to an out-of-Kingdom subsidiary or affiliate company as part of the employee Departure Clearance procedures. It shall be the responsibility of the employee to initiate Removal Requests for all IT-issued end-user devices under their custodianship and ensure the return of such assets to IT inventory prior to leaving Saudi Aramco.

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **299.110** ApprovedISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
12 of 23

- 9.1.8 Custodianship of IT end-user devices used in facilities such as a training room, research laboratory, auditorium, conference room, Help Desk, library or for special projects shall be assigned to the Department CSL or any other person as designated by the Department Head. Infrastructure devices such as communication and networking equipment shall be assigned to the unit, division or department cost center depending on asset location, access and responsibility for their upkeep.
- 9.1.9 Business organizations shall be responsible for safeguarding loan device(s) until IT receives such device(s) back based on the signed Removal Request work order.
- 9.1.10 In the event of re-organization within the same Business Line, Department CSLs and authorized ITAMS users shall be responsible for updating end-user devices to the new Cost Centers. If the re-organization is between two different Business Lines or in case of a disbanded department, a letter request shall be sent by the previous Business Line custodian organization to AITD to do the mass updates to the new Cost Centers.
- 9.2 IT Responsibility
- 9.2.1 Information Technology shall be responsible for ensuring IT standard end-user devices purchased through IT sponsored funds are maintained, upgraded, and replaced according to business and technology requirements as per the industry guidelines adopted by IT.
- 9.2.2 Information Technology shall be responsible for acquiring IT end-user devices, as requested by business organizations after the appropriate approvals are obtained, indicating fund availability and technical evaluation, among other considerations.
- 9.3 Connectivity to Saudi Aramco Network
- 9.3.1 Desktop PCs and network printers must be connected to Saudi Aramco network at all times unless justified for business reasons such as training classrooms, research laboratories or special plant applications behind firewalls. This will also allow remote Operating System and Antivirus software upgrades of computers. Desktop & laptop PCs, or any other IT devices that are excess to custodian organizations' business requirements must be returned to IT inventory.
- 9.3.2 Only servers and appliances approved, purchased, acquired and/or supported by IT shall be permitted to connect to IT network. Servers behind firewalls are not supported by IT - servers behind a firewall are those servers isolated from the corporate network with a firewall configuration and have their own network managed by the respective organizations like Process Automation Networks in plants and refineries.
- 9.4 Repository
- 9.4.1 The ITAMS is the sole authorized corporate repository for IT standard end-user and networking devices supported by IT and assigned to end-users Company-wide. Custodian organizations shall ensure that their inventories in the ITAMS are current and accurate.
- 9.4.2 Custodian organizations, at division level and above, shall provide and maintain authorized users to perform inventory updates in the ITAMS by submitting an online SAP Role Form through SAP Services on the Information Technology Intranet Website.
- 9.5 Physical Inventory Verification of IT Assets
- Department CSLs or authorized ITAMS users shall be responsible for conducting physical inventory verification of IT assets assigned to their organizations every six (6) months.

**GENERAL INSTRUCTION MANUAL****299.110**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**ISSUE DATE  
June 2010REPLACES  
08/01/2008

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**APPROVAL  
**HKA**PAGE NO.  
13 of 23

The main objectives of the IT assets inventory verification are:

- Identify, report and write-off lost assets
- Update IT asset records in the ITAMS such as custodian badge number, organization cost center and device location.
- Find misplaced IT assets and return them to the custodians.
- Remove excess assets and return them to IT inventory.

#### 9.5.1 EUDMU/AITD Responsibilities

EUDMU in its role as the proponent and administrator of the ITAMS shall:

- Open the IT Asset Physical Inventory Verification Cycle in ITAMS by notifying custodian organizations of the start and end dates; the cycle duration shall not exceed 90 days.
- Provide support to Department CSLs and authorized ITAMS users on issues related to the IT assets inventory or the use of the ITAMS.

#### 9.5.2 Custodian Employee Responsibilities

Custodian employees shall access their MyAssets accounts and:

- Verify the existence of each of the assets under their badge number.
- Update the ITAMS device location information through their department CSL.
- Indicate whether the device is needed for their daily work activities or not.
- Identify and report IT assets in their possession for which they are not the custodians in ITAMS.

#### 9.5.3 Department CSL Responsibilities

Department CSLs or authorized ITAMS users are responsible for conducting IT asset inventory verification of all assets under their respective organizations' custody every 6 months; they shall:

- Ensure all employees complete verification of assets under their personal custodianship.
- Generate ITAMS inventory reports of the most recent IT assets under the organization cost center through the "IT Inventory Dashboard" in the Corporate Portal by clicking on the "Business Intelligence" tab, then "myBW" on the left column, and finally on "IT Assets Management System"; as and when required.
- Validate and correct all asset information put forward by the department employees.
- Update asset location information.
- Check device cost center and update it if incorrect.
- Submit Removal Requests for excess assets that are no longer needed for their departments' day-to-day operations.
- Submit for their Department Head approval the Physical Inventory report at the end of the Verification Cycle.

Department CSLs shall exert all reasonable efforts to search for and recover devices under their department custodianship that are reported missing.

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
14 of 23**9.5.4 Department Head Responsibilities**

Division and Department Heads shall review and approve the IT Assets Physical Inventory Report. Inventory discrepancies shall be investigated by the Department Head; and any lost or stolen device(s) shall be reported to Area Industrial Security Operations for appropriate actions as per Section (10.0) immediately after the physical inventory verification

Up to one month extension of the physical inventory cycle shall be granted by EUDMU/AITD upon the custodian Department Head request. Unreasonable delays in completing and approving the IT assets physical inventory verification at the end of the inventory cycle shall be highlighted to the Admin Area Head of the respective organization.

**9.6 Device Disposition**

9.6.1 End-user device custodianship may be changed using ITAMS Transaction ZMTC52 (Refer to SAP Telecoms on the Intranet Website <http://tcd.aramco.com.sa> for further details and training).

9.6.2 End-user devices may be removed and returned to IT warehouse inventory by submitting approved Removal Requests through the Corporate Portal under the "Services" tab and "IT Assets" category. Removed devices will be redistributed within Saudi Aramco to satisfy other business requirements or submitted for reclamation and salvage, as deemed appropriate by IT. Capital IT assets shall be handled in compliance with General Instruction 207.050 Form SA-630 \*Capital Assets Change Authorization".

9.6.3 All removed electronic storage devices must be sanitized and disposed of in accordance with General Instruction 299.120 "Sanitization and Disposal of Saudi Aramco Electronic Storage Devices and Obsolete/Unneeded Software". In case the right sanitization software is not available, e-form SA-9670 must be filled and sent along with the device to allow IT warehouse to degauss the device.

**10.0 REPORTING & WRITING-OFF LOST OR STOLEN END-USER DEVICES**

This section outlines the procedures to report and/or write-off any of the end-user devices stated in this GI's Scope which are missing, including those confirmed as lost or stolen.

**10.1 Custodian Employee & Organization Responsibilities: Reporting**

A business organization upon confirming that an end-user device under its custody has been lost or stolen, shall immediately contact the Area Industrial Security Operations to report the incident for investigation and to secure a Security Case Number for use in tracking the case in the future. When possible, a report issued by local law enforcement authorities should be provided if a company laptop or mobile PC is lost or stolen outside Saudi Aramco area or an out-of-Kingdom location.

**10.2 Custodian Organization Responsibilities: Writing-Off**

The custodian organization shall first exhaust all reasonable efforts to find and recover the missing item(s); such efforts may include reporting the end-user device(s) as lost or stolen and cooperating with an area Industrial Security Operations investigation. If after completing such activities recovery fail, the custodian organization shall use the following procedures to write-off the lost or stolen end-user device(s):



**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
15 of 23**10.2.1 Capital IT End-user Devices**

To write-off capital IT end-user device(s), the custodian organization must fill Saudi Aramco Form [SA-630](#), obtain the appropriate signatory approvals and submit the approved form to Fixed Assets Accounting Division; retain and forward a copy of the approved [Form SA-630](#) to IT Computer & Communication warehouse for file reference. The custodian organization's department CSL or authorized ITAMS user shall create a "Request for Write-off" in the ITAMS Transaction ZMTC25, indicating the [Form SA-630](#) Control Number (attach a scanned copy, if possible), Physical ID of the lost or stolen end-user device, comments/explanation that the capital asset had been lost, stolen or disposed-off without proper documentation and shall submit the request for approval. The online request approval will be obtained up to the Admin Area Head.

**10.2.2 Expense (Low Value) End-User IT Devices**

To write-off expense (Low Value) end-user devices, the custodian department CSL or authorized ITAMS user must create a "Request for Write-off" in the ITAMS Transaction ZMTC25, indicating the Industrial Security Operations Security Case Number and Physical ID of the lost or stolen end-user devices, and submit the request for approval. Industrial Security Operations shall issue a Security Case Number for lost obsolete low value (non-accountable) IT assets (the value of the device that has fallen beyond the (4<sup>th</sup>) year in section 11.8 or exceeding the lease period for leased devices) for documentation and record purposes only; such devices shall not be replaced by IT.

**10.3 Computer & Communications warehouse Responsibilities: Writing-Off****Capital & Low Value Assets**

The custodian organization shall be responsible for generating [Form SA-630](#) for fixed assets. Upon receipt of the approved Request, attach the [Form SA-630](#) (for fixed assets) and request Computer and Communications warehouse to write-off the asset(s) from the ITAMS inventory database. Computer and Communications warehouse shall write-off the device by:

- Setting the device's asset status code to "Write-off."
- Setting the User Cost Center to Computer and Communication Warehouse Cost Center for expense (low value) assets.
- Retaining a copy of the [Form SA-630](#) for reference (for capital assets).

**11.0 CORRECTIVE ACTIONS ON THE USE OF END-USER DEVICES****11.1 Accidental Damage or Destruction of Company IT End-User Devices due to No Human Error – including both Accountable Radios (section 8.1) & Non-Accountable Radios (section 8.2)**

In any case where there is damage or destruction to an IT device by a company employee, the Division/Department Head shall determine whether such damage occurred or resulted during the normal course of the employee's duties or whether damage was the result of a wrongful act or negligence on the part of the employee. In cases where the employee was not negligent and exercised an appropriate standard of care, there will be no cost for repair or replacement of the asset charged to the employee. The applicable repair cost of the damaged or destroyed device, as determined by the relevant IT support unit, will be charged against the custodian department cost center. If it is determined that the employee was negligent in the care of the device, the procedures outlined in section 11.2 below should be followed.



**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **299.110** *Approved*ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
16 of 23

**Negligence Defined:** The failure to use a reasonable standard of care, i.e. doing something which a reasonably prudent person would not do, or failing to do something which a reasonably prudent person would do under similar circumstances. A departure from what an ordinary reasonable employee of the company would do. Negligence may consist of either action or inaction. An employee is negligent when they fail to act as an ordinarily prudent employee would act under similar circumstances.

**Standard of Care Defined:** The watchfulness, attention, caution and prudence that a reasonable person in similar circumstances would exercise. If an employee's actions do not meet this standard of care, then their acts fail to meet the duty of care which all employees should exercise in the care of Saudi Aramco assets.

Questions regarding the definition and the appropriate standard of care which an employee owes to the company may be referred to the Law Department for advice, counsel and opinion.

Failure to meet the standard of care is negligence, and the cost of any damages that result may be applied to the employee, either by charging that employee for the cost incurred by Saudi Aramco to repair or replace the Equipment/Device and/or by initiating the appropriate personnel action.

#### 11.2 Negligent Use of IT End-User Devices Including Non-Accountable Radio Devices (section 8.2)

If the Division/Department Head determines that an employee was negligent in the use of any IT-issued portable or non-portable end-user devices, such as desktop and laptop PCs, monitors, scanners, plotters and fax machines, the following corrective actions shall be taken in sequence:

<u>Offense Occurrence</u>	<u>Corrective Action</u>
• First Offense	Warning (Completion of Form SA-3247 – Warning Notice*) or alternatively, the employee may pay repair or replacement cost for the Device/Equipment per section 11.8
• Second Offense	Warning (Completion of Form SA-3247 – Warning Notice*) and employee pays repair or replacement cost for the Device/Equipment per section 11.8
• Third Offense	Dismissal warning (Completion of Form SA-3247 – Warning Notice*) and employee pays repair or replacement cost for the Device/Equipment per section 11.8

\*Note: Form SA-3247 – Warning Notice e-form is available on-line.

Financial penalty paid by the employee cannot be in an amount in excess of the employee's wage for 5 days (Saudi Labor Law – Article 70).

To proceed from one corrective action to the next, the offence must occur within 180 days from the date of the previous offense (Saudi Labor Law – Article 68).

The Third Offense requires Personnel Department involvement and review by the Law Department and Labor Relations.

#### 11.3 Negligent Use of Accountable Radio Assets

The corrective actions defined herein only apply to radio assets, which are considered as accountable as defined in the ITSI 200 and listed in section 8.1. If a custodian employee is negligent in the use of a radio asset, the following corrective actions shall be taken in sequence:

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
17 of 23

<u>Offense Occurrence</u>	<u>Corrective Action</u>
• First Offense	Warning (Completion of Form SA-3247 – Warning Notice)
• Second Offense	Warning (Completion of Form SA-3247 – Warning Notice)
• Third Offense	Dismissal warning (Completion of Form SA-3247 – Warning Notice)
• Fourth Offense	Termination, or a lower job classification requiring no radio equipment if the fourth offense occurs within four years of the first offense.

The Third and Fourth Offenses require Personnel Department involvement and review by the Law Department and Labor Relations.

#### 11.4 Accidental Loss or Inexorable Theft of Company Portable IT End-User Devices – Excluding Radios

In any case where an IT portable device (e.g. laptop, pager, mobile phone or BlackBerry) is missing due to loss or theft, the Division/Department Head shall determine whether the loss/theft occurred or resulted during the normal course of the employee's duties. Industrial Security Operations shall use such findings, among other considerations, to investigate the facts regarding the loss or theft to determine if the custodian employee acted appropriately and exercised due caution reflecting an appropriate standard of care. If so, there will be no cost for replacement charged to the employee and there will be no consideration of this incident as a First Offense in sections 11.5 and 11.6 below. Questions regarding the legal standard of negligence and standard of care may be referred to the Law Department for advice, counsel, and opinion.

It is recognized that in the normal course of activity, that damage or loss of an IT portable device can occur notwithstanding the exercise of due caution and a reasonable standard of care by the custodian employee. This General Instruction seeks to make provisions for this occurrence while placing responsibility to exercise the appropriate stewardship upon employees over Company assets entrusted to them and imposing the costs of replacement and other accountability upon employees who experience repeated or excessive loss/damage or who act negligently.

If it is determined, based upon the facts generated during the Industrial Security investigation that the employee was negligent in the care of the device, the procedures outlined in sections 11.5 and 11.6 below shall be followed.

#### 11.5 Lost or Stolen Company Laptop & Mobile PCs

If a laptop or mobile PC is lost or stolen due to negligence on the part of the custodian employee, even if supported by an Industrial Security Operations investigation with Security Case Number, IT will only issue a replacement unit upon receiving the custodian employee's Department Head letter request for replacement.

In addition, the following corrective actions due to negligence shall be taken in sequence:

<u>Offense Occurrence</u>	<u>Corrective Action</u>
• First Offense	Warning (Completion of Form SA-3247 – Warning Notice*) or alternatively, the employee may pay replacement cost for the Device/Equipment per section 11.8
• Second Offense	Warning (Completion of Form SA-3247 – Warning Notice*) and employee pays replacement cost for the Device/Equipment per section 11.8
• Third Offense	Dismissal warning (Completion of Form SA-3247 – Warning Notice*) and employee pays replacement cost for the Device/Equipment per section 11.8

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
18 of 23*\*Note: Form SA-3247 – Warning Notice e-form is available on-line.*

Financial penalty paid by the employee cannot be in an amount in excess of the employee's wage for 5 days (Saudi Labor Law – Article 70).

To proceed from one corrective action to the next, the offence must occur within 180 days from the date of the previous offense (Saudi Labor Law – Article 68).

The Third Offense requires Personnel Department involvement and review by the Law Department and Labor Relations.

**11.6 Lost or Stolen Company BlackBerry, PDA, GSM, Satellite Phone, Pager or GPS**

If a BlackBerry, PDA, GSM, satellite phone, pager or GPS device is lost or stolen inside Saudi Aramco area, local community or out-of-Kingdom (OOK) location, the custodian employee must immediately report it to Saudi Aramco area Industrial Security Operations and inform their department CSL to fill and submit [Form SA-8619 \(Lost & Stolen IT Asset Reporting/Writing-Off\)](#) for Department Head approval.

**It is important to note that, for a lost or stolen BlackBerry, PDA, GSM, or satellite phone, the custodian employee must immediately call IT Contact Center (dial 904 or 872-2222 from outside Saudi Aramco) for SIM service deactivation.**

The area Industrial Security Operations will issue a Security Case Number upon receipt of proof of payment from the employee that they had paid the replacement charges of the lost device as stated in section 11.8. The proof of payment shall be a statement from Payroll Processing Unit stating that the amount had been deducted from the employee's monthly payroll to cover the replacement cost of the lost device.

A replacement unit for the lost device will be provided by IT upon receipt of the custodian employee's Department Head letter request for replacement. The following corrective actions shall be taken in sequence:

<u>Offense Occurrence</u>	<u>Corrective Action</u>
• First Offense	One time deduction from employee's monthly payroll, as stated in section 11.8
• Second Offense	One time deduction from employee's monthly payroll, as stated in section 11.8
• Third Offense	Warning (Completion of Form SA-3247 – Warning Notice*) and one time deduction from employee's monthly payroll, as stated in section 11.8

*\*Note: Form SA-3247 – Warning Notice e-form is available on-line.*

In the event a waiver is required to the Warning Notice for the Third Offense, the waiver (letter-format) shall be signed/authorized by the Admin Area Head.

Financial penalty paid by the employee cannot be in an amount in excess of the employee's wage for 5 days (Saudi Labor Law – Article 70).

To proceed from one corrective action to the next, the offence must occur within 180 days from the date of the previous offense (Saudi Labor Law – Article 68).

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **299.110** ApprovedISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
19 of 23**11.7 Loss or Theft of Accountable Company Radios**

If a radio device is lost or stolen and documented as such by a police report, with no proven negligence on the part of the custodian employee, a warning is not necessary. The loss of a radio device will require a security investigation and completion of [Form SA-8619 \(Lost & Stolen IT Asset Reporting/Writing-Off\)](#).

However, if negligence is proven on the part of the custodian employee to have contributed to the loss of the radio device, the custodian employee's Department Head concurrence is required on [Form SA-8619](#) before IT issues a replacement unit. In addition, the following corrective actions shall be taken in sequence:

<u>Offense Occurrence</u>	<u>Corrective Action</u>
• First Offense	Dismissal warning (Completion of Form SA-3247 – Warning Notice)
• Second Offense	Termination with award (Completion of Form SA-3247 – Warning Notice)

Personnel Department, Law Department, and Labor Relations must be involved in both offenses.

**11.8 Repair/Replacement Charges of Damaged, Destroyed, Lost or Stolen Company Devices**

The repair cost of a damaged IT-issued device shall be determined by the IT maintenance support entity as per the relevant warranty, maintenance or lease agreement of the damaged asset.

In cases where the replacement cost of a destroyed, lost or stolen company laptop, mobile PC, radio, PDA, satellite phone, Blackberry, GSM phone, and pager is to be charged to the custodian employee, it shall be deducted from their monthly payroll through Payroll Processing Unit and deposited to IT Service Income Account (Cost Center: 486-840/ Cost Element: 7409702). Replacement cost for a leased device shall be determined in accordance with the terms and conditions of the relevant contract through which the device is leased.

Costs for the repair or replacement of an IT asset that is damaged or lost by, or stolen from an affiliated company or contractor who has been authorized possession and use of the IT end-user device by the Saudi Aramco custodian department shall be deducted from any owed payments to the contracted company as per their contractual agreement. It is important to note that the contract terms and conditions must stipulate such deductions in order to apply them.

The cost to cover the replacement price of a destroyed, lost or stolen device shall be calculated using the following formula:

$$\text{Replacement Charge} = \text{Original Device Cost} \times N\%$$

Where N is the % corresponding to the year the device is declared lost or stolen (refer to the table below).

Device Type	Device's Original Cost	N (%)				
		1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year & After
• Laptop/ Mobile PC	(*See note below)	90%	75%	60%	45%	30%
• Radio		90%	80%	70%	60%	50%
• GSM/ Satellite Phone		70%	60%	50%	40%	30%
• BlackBerry/ PDA		70%	50%	40%	40%	40%
• Pager		80%	60%	40%	20%	20%

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **299.110** ApprovedISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
20 of 23

*\*Note: Original cost of the device will be determined by the custodian employee's CSL by plugging in the 9STK number of the lost or stolen device through Transaction MM03 in the ITAMS.*

**11.9 Handling of Capital Assets**

All cases of lost or stolen Capital IT assets must be handled in compliance with General Instruction 207.050 [Form SA-630](#) "Capital Assets Change Authorization". It is important to note that the Corporate capitalization threshold is \$20,000 (\$10,000 for assets procured before April 1, 2008).

**12. APPROVAL**

\_\_\_\_\_  
Date

Issued by : \_\_\_\_\_  
**S. H. ARJAH**, Manager  
Area Information Technology Department

\_\_\_\_\_  
Date

Approved by : \_\_\_\_\_  
**H. K. ABU KHADRA**, Executive Director  
Information Technology

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
21 of 23**13. EXHIBITS****EXHIBIT-1: IT STANDARD END-USER DEVICES APPROVAL REQUIREMENTS**

Device Type	Approval Level Required		Customer Responsibility
	Pre-approved Plan	Admin. Area Head	Accessories & Consumable Items
	Planned	Unplanned	
• DESKTOP PC	Admin Area Head approval through the annual Business Line organization forecast cycle, and Department head approval at the time of individual forecast request submittal.	Admin Area Head approval through a justification letter request concurred by IT Executive Director.	<p>BL organizations are responsible for purchasing:</p> <ul style="list-style-type: none"> <li>Consumable items such as toners, cartridges, paper, fuser assemblies, staple wires, and batteries for laptop/mobile phones &amp; radio</li> <li>Miscellaneous accessories such as monitor filters for desktop PCs, laptop/mobile phone carrying cases, CDs/DVDs, mice &amp; keyboards, audio headsets for desktop PCs and mobile phones, PC speakers, all cable types to connect peripheral devices, web cameras, flash/USB memory, removable hard disks, battery chargers, and radio antennas.</li> <li>Accessories and consumable items shall be procured by end-user organizations through B2B or Direct Charge Requisition and funded under the custodian organizations' annual NDE. The approval authority level will be based on the Purchase Requisition estimated value and end-user organization's charge account approval authorization.</li> </ul>
• MOBILE/LAPTOP PC			
• MONITOR			
• PRINTER (PERSONAL & NETWORK)			
• SCANNER (DESKTOP & NETWORK)			
• PLOTTER			
• SOFTWARE			
• FAX MACHINE			
• RADIO			
• REMOTE RADIO CONTROLLER			
• SAUDI ARAMCO PAGER			
• MOBILE PHONE (GSM/ PDA/ SATELLITE/ BLACKBERRY)			
• MOBILE PHONE SIM CARDS			
• NAVIGATION (GPS & DGPS)			
• MARINE RADAR / BOAT – PORT			
• VSAT			

\*Note 1: Each company employee is eligible for one desktop PC and a monitor only. If additional devices are required, a Justification letter request approved by the end-user Admin Area Head is required.

\*Note 2: Personal (standalone) printers must be assigned to unit heads and above or if justified by a specific function such as Industrial Security gates, nurse and front desk stations, confidential printing or in cases where network printers are not available as per Information Technology recommendations. Business Line organizations are required to use the installed multifunction network copiers, which are leased with full maintenance coverage including consumables; except paper.

\*Note 3: Business Line organizations are required to utilize laptops on shared (pool) basis and allocate them to employees as per project.

\*Note 4: Business Line organizations are required to minimize the use of fax machines and utilize e-fax services instead.

\*Note 5: Remote radio controllers (i.e. Telemotes) operate a radio base station in Communication Buildings through telephone cable connections.

\*Note6: Information Technology, as a service provider organization, will have no involvement in the purchase or issuance of Accessories or Consumable Items.

**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.**AREA INFORMATION TECHNOLOGY DEPARTMENT**

SUBJECT

**IT ASSETS MANAGEMENT SYSTEM (ITAMS)**G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
22 of 23**EXHIBIT-2: APPROVAL REQUIREMENTS OF RELOCATION, REMOVAL, CUSTODIANSHIP TRANSFER, DEVICE CONNECTION, LOAN DEVICE & PHYSICAL ID REQUESTS.**

<u>Request Type</u>	<u>Required Approval Authority</u>
<ul style="list-style-type: none"> <li>Request for Relocation</li> <li>Request for Removal</li> <li>Request for Device Connection</li> <li>Request for Physical ID</li> </ul>	Division Head
<ul style="list-style-type: none"> <li>Request for Custodianship Transfer</li> </ul>	Transfers Within a Department: Division Head
	Transfers Between two Departments: Both Department Managers must approve the request
<ul style="list-style-type: none"> <li>Request for Loan Device</li> </ul>	Department Head *

*\*Note: Further loan extensions after the first 3 months period (for a maximum of 6 months) shall require the customers' Admin Area Head-signed justification letter.*



**GENERAL INSTRUCTION MANUAL**ISSUING  
ORG.

AREA INFORMATION TECHNOLOGY DEPARTMENT

SUBJECT

IT ASSETS MANAGEMENT SYSTEM (ITAMS)

G. I. Number **Approved****299.110**ISSUE DATE  
June 2010REPLACES  
08/01/2008APPROVAL  
**HKA**PAGE NO.  
23 of 23**EXHIBIT-3: 9STK CREATION FORM**

* Product Name/Title (Short Description)				
* Product Model number (Part Number)				
* Brand Name (Manufacturer)				
* Purchase Order No (if 9STK for new physical assignment)				
* Asset Class Please select one only	<input type="checkbox"/>	Computing		
	<input type="checkbox"/>	Communication		
	<input type="checkbox"/>	Networking		
	<input type="checkbox"/>	Office Devices		
* Asset Type Please select one only	<input type="checkbox"/>	Computer	<input type="checkbox"/>	Pagers
	<input type="checkbox"/>	Laptop	<input type="checkbox"/>	Fax
	<input type="checkbox"/>	Printer	<input type="checkbox"/>	Mobile Phones
	<input type="checkbox"/>	Plotter	<input type="checkbox"/>	Radios
	<input type="checkbox"/>	Scanner	<input type="checkbox"/>	Communication Accessories
	<input type="checkbox"/>	Software	<input type="checkbox"/>	Server
	<input type="checkbox"/>	Computing Accessories	<input type="checkbox"/>	Repeater
	<input type="checkbox"/>	Mass Storage	<input type="checkbox"/>	Router
	<input type="checkbox"/>	Docking Station	<input type="checkbox"/>	Bridge
	<input type="checkbox"/>	Mobile PC	<input type="checkbox"/>	Hub
	<input type="checkbox"/>	Monitors	<input type="checkbox"/>	Networking Accessories
	<input type="checkbox"/>	Special Function	<input type="checkbox"/>	Copiers
	<input type="checkbox"/>	Projectors	<input type="checkbox"/>	Shredders
	<input type="checkbox"/>	Large Size Screens	<input type="checkbox"/>	Typewriters
	<input type="checkbox"/>	Podium	<input type="checkbox"/>	AV Device
<input type="checkbox"/>	White Matte Screens	<input type="checkbox"/>	AV & Office Device Accessories	
* Price				
Vendor				
* Warranty period				
* Technical Description				
URL				
* Requested by	Name: Login: Phone:			

\* Note: Required information. The Form will not be processed without this information

\* CHANGE

\*\* ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒