

# ITP 124

## IT LAPTOP

### POLICY, PROCESSES AND PROCEDURES

## Table of Contents

1. POLICY INTRODUCTION	3
2. SCOPE	3
3. ROLES AND RESPONSIBILITIES	3
4. POLICY STATEMENT	4
4.1. Intended use of Laptops	4
4.2. Physical Security & theft Prevention	4
4.3. Enforcement	5
5. RELEVANT LEGISLATION	5
6. KEY PROCESSES	5
6.1. Entitlement	5
6.2. Issuance and Registration	6
6.3. Intended use of Laptops	6
7. RELATED POLICIES & PROCEDURES	6
8. FEEDBACK	6
9. DOCUMENT CONTROL AND OWNERSHIP	6

## 1. POLICY INTRODUCTION

Laptop computers provide important functionality like portability; allowing employees to have their computing resource at hand in meetings/workplace or even at home in certain time pressing situations so as to enable employees to be maximally functional and productive while away from office premises. The interests of the National Ambulance generally lie in increased productivity, effective security, and efficient support. This policy is a company specific that regulates Laptop asset and must be in line with more general **Acceptable Use of Asset Policy (ITP102)**.

## 2. SCOPE

This policy and the procedures herein affect all employees who use laptops for official purposes. These employees fall into two categories:

1. Employees that have been allocated a laptop by the company
2. Employees that have opted to use personally owned laptops for official purposes. Such employees shall require written permission from the management clearly indicating the reason due to which they intend to use personal laptops instead of company provided desktops. Permission shall be granted subject to the seekers ability to comply with all the contents of this policy.

Note: This policy should be read in conjunction with NA security requirements and organizational policies.

All National Ambulance employee using company provided laptops are responsible for the security of that laptop, regardless of whether the laptop is used in the office, at one's place of residence, or in any other location such as a hotel, conference room or while travelling.

## 3. ROLES AND RESPONSIBILITIES

ROLE	FUNCTIONAL RESPONSIBILITIES
IT Department	<ul style="list-style-type: none"><li>• Efficient allocation of Laptops requested in accordance with this policy</li><li>• Efficient assessment of any requests for Laptops and providing appropriate advice where a request is refused</li><li>• Procurement, deployment and disposal of NA owned equipment</li><li>• Ensuring that Laptop is correctly configured for use by staff</li><li>• Ensuring equipment and associated software is adequately maintained / updated</li><li>• Ensuring that staff are provided with information to utilize the Laptop provided to them</li></ul>
Responsible Executive	<ul style="list-style-type: none"><li>• Assess and approve laptop requests as per the policy</li><li>• Manage any exceptions</li></ul>

NA Laptops Users	<ul style="list-style-type: none"> <li>Ensuring that the laptop and its accessories (ex. Mouse, charger, bag, etc....) are used in accordance with NA Acceptable Use of Asset Policy (ITP102)</li> <li>Ensuring that all items issued are kept secure within and when taken from NA premises</li> <li>Ensuring that Laptops is only used by the assigned employee</li> <li>Complying with any Service Desk or IT Services &amp; Records requests to update equipment or software on that equipment</li> <li>Complying with any requests to return equipment to the Service Desk</li> <li>Informing the Service Desk immediately of any issues including damage, loss or theft of equipment.</li> <li>Ensuring efficient and proper use and care of equipment</li> <li>Adhering to the requirements of this policy and any associated policies, guidelines or procedures</li> </ul>
------------------	--

## 4. POLICY STATEMENT

### 4.1 INTENDED USE OF LAPTOPS

Every laptop user must ensure that the laptop is being used only for official purposes as per Acceptable Use Policy (ITP102). In the course of the rightful discharge of their duties and not for generating, transmitting, corresponding any content that is contrary to company policies.

### 4.2. LAPTOP SECURITY CONTROLS

All laptops Assigned to employees on behalf of the company shall be deemed company property. Each employee issued with a laptop shall be responsible for the security of that laptop, regardless of whether the laptop is used in the office, at the employee's place of residence, or in any other location such hotel, conference room, car or airport. Laptop users shall ensure security of the laptop in each of the following domains as per the stated guidelines.

### 4.3. PHYSICAL SECURITY & THEFT PREVENTION

In order to ensure physical security of laptops and data therein, all laptop users are required to undertake the following actions:

1. The physical security of company provided laptops is the user's personal responsibility. He/she is therefore required to take all reasonable precautions, be sensible and stay alert to the risks.
2. Keep your laptop in your possession and within sight whenever possible, just as if it were your wallet, handbag or mobile phone. Be extra careful in public places such as airports, railway stations or restaurants. It takes thieves just a fraction of a second to steal an unattended laptop.
3. Never leave the laptop unattended when using it outside the office.

4. Lock the laptop away out of sight when you are not using it, preferably in a strong cupboard, filing cabinet or safe. This applies mostly outside the office like in a conference or in a hotel.
5. Never leave a laptop visibly unattended in a vehicle. If absolutely necessary, lock it out of sight in the trunk or glove box but it is generally much safer to take it with you.
6. Carry and store the laptop in a padded laptop computer bag or strong briefcase to reduce the chance of accidental damage.
7. Keep a note of the make, model, serial number and the National Ambulance asset label of your laptop but do not keep this information with the laptop.

## 4.4. ENFORCEMENT

Compliance to this policy can be verified through various methods, including but not limited to, periodic reviews, internal and external audits, and feedback to the policy owner. Any employee found to have violated this policy may be subjected to disciplinary action.

Any repair cost of the laptop will be the responsibility of the user if damages confirmed to be a result of misuse.

## 5. RELEVANT LEGISLATION

National Ambulance Privacy

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register

Code, Name of Legislation	Jurisdiction
Code, Name of Legislation, Year here	Jurisdiction here

## 6. KEY PROCESSES AND PROCEDURES

The Below process should be followed.

### 6.1 ENTITLEMENT

NA Employees will be provided with a laptop when it is essential to their productivity and function. When issued with a company laptop, users accept to abide to, and adhere to the company's laptop usage policy. Laptops shall be provided to employees where the requirements of this policy are met. The decision of the management to provide an employee with a laptop or a desktop shall be based on the following factors

1. The nature of the employees job (e.g. need to operate away from the affect to meet or perform work requirements along with other official interactions)
2. Their working environments/conditions (whether or not they have permanent/individual office space)
3. The criticality of an employee's to access NA network resources outside of working hours.
4. Filled Laptop Request Form (ITF106) which has a section **ENTITLEMENT QUESTIONNAIRE** to determine employee eligibility and sign by the Department manager.

Keeping in view these factors certain position at NA shall be provided with company owned laptops on a priority basis as compared to others however it is the eventual intent of the company to ensure uniform asset provision to all employees.

## 6.2 ISSUENCE AND REGISTRATION

All employees that are provided with company owned laptop shall be required to undergo the laptop issuance and registration procedure, as follows:

1. Fill Laptop Request Form (ITF106), approved and signed by Line Manager or department head and related executive.
2. Send above signed form to IT for Procurement.
3. Once the laptop issued, the employee should sign Asset Acceptance Form (ITF101)

## 6.3 INTENDED USE OF LAPTOPS

Every laptop user must ensure that the laptop is being used only for official purposes as per Acceptable Use Policy (ITP102). In the course of the rightful discharge of their duties and not for generating, transmitting, corresponding any content that is contrary to company policies.

## 7. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
ITF106 IT Laptop Request Form
ITP102 Acceptable Use of Asset Policy
ITF101 Asset Acceptance Form

## 8. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [ghse@nationalambulance.ae](mailto:ghse@nationalambulance.ae)

## 9. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- IT Manager

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

#### Change Brief

Version No.	Date	Change
1	October 2019	<i>New Policy</i>

---

CEO Approval

---

Board Member Verification