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IT Asset Management


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1. Objective

- 1.1 Information Technology (IT) asset management provides for policies, procedures, and guidelines for lifecycle management of the MTD IT assets from acquisition to installations, management and surplus.

2. Definitions

2.1 Central purchase

All purchase or acquisition requests are processed and reviewed through IT Department (ITD) and onwards to Procurement Department.

2.2 Desktop

Any product intended as or for a single-user computing device that may potentially be connected to the local area or wide area network. Examples include desktop computers, laptop computers, printers, scanners, personal digital assistants, other peripherals or devices, and software.

2.3 Excess IT Assets

Extra IT equipment no longer used or needed within MTD by the assigned position due to equipment replacement or position abolishment as agreed by respective Head of Department or Head of Company.

2.4 Information Technology


Information technology includes, but is not limited to, all present and future forms of hardware, software, and services for data processing, and office automation.

2.5 Spare IT equipment

Additional IT equipment purchased for maintenance purposes.

2.6 IT Assets

Any company-owned related to IT, but not limited to IT software, IT hardware, IT appliance, IT peripheral and IT accessories.

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3. Policy

3.1 General

- 3.1.1 The ITD is responsible to support MTD business in the management of IT assets and lifecycle processes, including standards, acquisition and management.
- 3.1.2 IT asset acquired for or on behalf of MTD are owned by the respective MTD Group.
- 3.1.3 IT asset is assigned to the position, not the individual and remains with the position if the individual is been terminated from employment or is transferred to another position. If a position is abolished, the Head of Company shall arrange for the asset transfer within the same company or to dispose or to write off the asset. (Refer to the SOP of *Fixed Asset Management-Disposal of Fixed Asset*)
- 3.1.4 Employees who violate or otherwise abuse the provisions of this policy may be subject to disciplinary action, up to and including dismissal. (Refer to *HCD Policy- Employment Rules*)
- 3.1.5 Any new acquisition of IT asset will be reviewed to ensure the new asset is assigned to executive and above while the old asset is assigned to non-executive.

3.2 Acquisition

- 3.2.1 Acquisition of all IT assets for MTD is the responsibility of the respective Head of Department or Head of Company. ITD will review the acquisition and make recommendation of the asset to be acquired.
- 3.2.2 Acquisition of IT assets shall follow a central purchasing policy. Purchases, contracts, amendments, and renewals will be processed through ITD for approval as per the company's DAG.
- 3.2.3 Approvals for acquisition are based on approved budget by BOD, conformance to IT standards and solution match for business need.
- 3.2.4 The budget for a laptop shall be approximately between RM3,500.00 to RM7,500 per unit.
- 3.2.5 The budget for a desktop computer laptop shall be approximately between RM3,000.00 to RM7,000 per unit.

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3.2.6 All IT assets acquired for or on behalf of MTD or developed by ITD, employees or contract personnel on behalf of MTD are and shall be deemed as MTD's property.

3.2.7 ITD will carry out review and recommends for PC replacement if the age of a PC is above 7 years subject to Management approval.

3.3 Assets Management

3.3.1 The respective companies within MTD will manage its IT assets to comply with IT policy, as well as applicable licensing and copyright laws.

3.3.2 ITD is responsible for tracking MTD-owned software and hardware, including licenses, through an inventory control system. Software inventory records and reports shall be available in accordance with IT policy. All associate software licenses will be kept at ITD for central tracking and control by the System Support and Software Unit section.

3.4 Installations of Software and Hardware

3.4.1 MTD shall maintain an IT environment whereby installations and configurations are centrally managed through ITD.

3.4.2 Only MTD designated standard software, hardware, or approved exception shall be installed.


3.4.3 Software, hardware or approved exception must be MTD owned or licensed. All software without required licenses will be removed from the desktops/laptops.

3.4.4 Designated IT Executive or IT officer personnel shall authorize installations of software, hardware, or approved exception.

3.4.5 Installation of business-related, no cost software (i.e. Adobe Acrobat Reader or browser-required applications) shall be approved through ITD. These types of software shall be evaluated through the standards and exception to standards procedures.

3.4.6 User-supplied software i.e. Autocad, Nuance or Games software applications shall not be installed or executed on MTD-owned desktops. Non-MTD hardware is not allowed to connect to MTD network.

3.4.7 Unauthorized duplication of licensed software is a violation of this policy and a violation of copyright laws.

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- 3.4.8 All IT assets within MTD with a net book value worth of RM1 may be transferred to other company at a price agreed by both the 'selling' and 'buying' Head of respective Company or Head of respective Department.
- 3.4.9 ITD shall delete all data and applications, exclusive of the operating system, from all excess IT equipment upon approval from Head of Department or Head of Company or Top Management.
- 3.4.10 ITD shall use spare IT equipment as needed upon request from Head of Department or Head of Company with a minimum Management Fees imposed.

3.5 Exceptions

- 3.5.1 ITD is responsible for reviewing exceptions to IT policies and forward the exceptions request to Top Management for approval.
- 3.5.2 ITD will evaluate and determine if the requested exception can be reasonably resolved through technology within the confines of the MTD technology environment.
- 3.5.3 For granted exceptions, the requester must establish with ITD a plan for technical support, training, and maintenance. The plan shall be developed prior to purchase or implementation of non-standard technology.
- 3.5.4 Exceptions shall be considered provisional and can be superseded any time a MTD standard is determined. If a broader need is determined at the time of an exception request, then an MTD standard will be established.
- 3.5.5 Upon granting an exception regarding access to or connection with the MTD local or wide area network, the requestor will be subject to *Acceptable Use of IT Facilities Policy*.

3.6 Loan IT Equipment

- 3.6.1 Only spare IT equipment is eligible for loan to MTD's employees only. The equipment must be used for office work related only. Non-employee i.e. Consultants or Management's visitors shall request for approval to the management of MTD for loan IT equipment if the work shall be related to MTD. Loan of equipment should comply with MTD IT policy.

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3.6.2 Conditions of each loan shall include but are not limited to the following:

3.6.2.1 ITD shall delete all data and applications, exclusive of operating system, residing on loan IT equipment.

3.6.2.2 Loan IT equipment shall remain on ITD IT asset and inventory records.


3.6.2.3 The loaning department is responsible for completion of the *Letter of Undertaking and Indemnity [Appendix 3]* with the user.

3.6.2.4 The user of the loan IT equipment shall be responsible for any physical damage or loss, ordinary wear and tear excepted, regardless of fault.

3.6.3 ITD is not responsible for maintenance or repair of loaned IT equipment, including hardware, software or connectivity.


3.7 Disposal of IT

3.7.1 IT equipment is disposed in situations where an asset is beyond economical repairs, malfunction, lost and stolen. The list of disposal item shall be submitted to the Fixed Asset Department for further process and approval.


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4. Procedure

<u>Item</u>		<u>Description / Action</u>	<u>Responsibility</u>	<u>Duration / Timeline (Working Day)</u>
4.1		<u>Acquisition of IT Asset</u>		
	4.1.1	To source specification for IT asset upon receipt pre approved RQ by Head of Business / Head of Department with approved budget furnished	IT Department IT Executive	max 3 days
	4.1.2	To recommend the purchase of IT asset	Deputy / Head of ITD	max 2 days
	4.1.3	PO process	Procurement Department	14 working days (based on Procurement procedure)
	4.1.4	To install / configure when receiving the new asset	IT Department IT Executive	max 2 days
	4.1.5	To update "IT Fixed Asset System"	IT Department IT Officer	1 day
	4.1.6	To issue "IT Assets Issuance / IT Assets Return Form" [Appendix 5] to requestor		1 day
	4.1.7	To deliver the asset to requestor		1 day - HQ 5 days - Non HQ
	4.1.8	To acknowledge receipt the IT asset	Requestor	1 day

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4.2		<u>Repair & Maintenance</u>			
	4.2.1	Problems are reported to IT Department via email or phone call		Requestor	Upon request
	4.2.2	The requestor require to key in problem in the online "IT Support Management System" [Appendix 7]		Requestor	Within 1 day problem reported
	4.2.3	E-mail pertaining to complaint log will be sent to requestor and respective HOD [Appendix 11] by the online "IT Support Management System" [Appendix 7]		System automated	Immediately upon key in t problem in the system
	4.2.4	Receive email notification via email and attend requestor's problem		IT Department IT Officer	1 day - HQ Max 3 days - Non HQ
	4.2.5	If cost incurred, advice requestor and respective HOD [Appendix 11] by the online "IT Support Management System" [Appendix 7] to raise RQ and approved by respective HOD or Management		IT Department IT Executive	Within 1 day problem attended
		4.2.5.1	Source specification / quotation (only for petty purchase category)		2 days
		4.2.5.2	Recommendation of RQ	Deputy / Head of ITD	Max 2 days
		4.2.5.3	If cost incurred under Petty Purchase category, proceed with the repair and maintenance	IT Department IT Executive	Max within 1.5 months subject to parts availability
		4.2.5.4	If cost incurred more than Petty Purchase category, RQ will be sent for PO process	Procurement Department	14 working days (based on Procurement procedure)
		4.2.5.5	Receive spare parts for problem rectification	IT Department IT Officer	2 days
	4.2.6	Close case			Within the same day of problem rectification

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	4.2.7	E-mail to notify requestor and respective HOD [Appendix 11] by the online "IT Support Management System"[Appendix 7]	System automated	Immediately upon case closed in the system
4.3		<u>Loan IT Equipment</u>		
	4.3.1	To fill up "Loan IT Equipment Form" [Appendix 8]	Requestor	Upon request
	4.3.2	To approve loan IT equipment request	Respective Head	3 days
	4.3.3	To authorize the loan IT equipment request	Deputy / Head of ITD	max 2 days
	4.3.4	To check spare IT equipment's availability	IT Department IT Executive	1 day
	4.3.4	To acknowledge and receipt the loan IT equipment	Requestor	1 day

