



Laptop Management

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By Technology Infrastructure Services

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1. PURPOSE

Purpose of this document is to standardize the procedure for usage of laptops allocated to employees of Majesco Ltd. and Majesco Software and Solution India Private Limited. (Hereafter referred as “company”)

1. SCOPE

The document is applicable to all the resources of company

1. OBJECTIVE

To provide an appropriate mechanism for allocation, maintenance and recovery of official Laptops following IT security framework

1. INPUTS
   1. TIS self-service portal at Majesconet
   2. Authorized SPR
   3. Leaving Intimation
   4. Emails
2. PROCEDURE
   1. Laptop Management involves three steps Laptop allocation, maintenance and recovery.

### Laptop Allocation

* + 1. Employees in Grade 10 and above are eligible for a company owned laptop.
    2. Request should be made through TIS self-service portal for laptop allocation. There will be a lead time of 15 days for allocation of laptop. Hence such requests should be made well in advance by the respective user or the concerned Manager.
    3. The Laptop Configuration will be as per standard norms decided by management from time to time
    4. Laptop will be allocated from IT stocks based on availability with Majesco image and bit locker encryption.
    5. All the laptops will be assigned specific asset number before issuing to user. User is responsible for physical verification of laptop as and when carried out by company.
    6. In case if any employees below Grade 10 need a company laptop for official purpose, the respective manager should raise the request through TIS self-service portal with a proper business justification. TIS will review such requests and have the authority to reject the request if the business justification is not valid.
    7. At the time of laptop allocation, the user should accept terms and conditions in writing which details the conditions for using the allocated laptop for official use, to maintain it in good condition and surrender when leaving the company.
    8. If any physical damage observed during the course, the steps as mentioned in point no. 5.6 (Laptop damage/Theft) will be applied.
    9. For any re-allocation/transfer request, respective user should raise the request in TIS self-service portal with all the mandatory details and proper business justification. Laptop will be allocated within 2 working days post the necessary approvals.
    10. While accepting the laptop from TIS, user should ensure that he/she is getting the laptop in good condition and with Laptop charger, bag, Authority Letter. Signature of user will be taken on adherence to best laptop usage guidelines. ( Refer Section 6 for laptop usage guidelines )

### Temporary Laptop allocation

* + 1. Onsite: For user travelling to US less than 3 months, TIS would be providing the laptop from respective locations in India. If the user is travelling to US for more than 3 months, laptop will be issued from US office. User need to plan and coordinate the laptop requirement in the US with TIS team in India and US. Any specific software that need to be installed must be communicated well in advance.

Surrender of laptop is mandatory post return from US. (Contact details: Sandeep Mishra <Sandeep.Mishra@majesco.com>;Fernando Collado [Fernando.Collado@majesco.com](mailto:Fernando.Collado@majesco.com))

Users already having laptop and payroll getting transferred to US needs to submit the offshore laptop to offshore TIS before leaving to onsite.

* + 1. For other onshore locations, TIS would be providing the laptop for a period 3 months. If the stay of user extends beyond 3 months, then he has to get the approval from reporting manger in G10 and above
    2. Offshore users: User should provide with the business justification with a proper approval from reporting G10 or above and TIS can reject the ticket if reason found is not valid. Duration for allocation would be 15 days up to 1 month and can vary according to the requirement. Return of this laptop is mandatory post approved duration.

### Non-Standardize Laptop allocation

TIS discourages use of non-standard laptop. However, there may be business situations requiring non-standard laptop for certain employees. For such requests, user should provide with the business justification with proper supporting documents and necessary approvals from G10 and above. For non-standard laptop, the lead time may vary depending on availability and configuration.

User should provide TIS with all the high end configuration details and the cost of such laptop will go to the. After the use / surrender, the non-standard laptop will be used by TIS for normal allocation.

### Laptop damage / theft

* + 1. It is expected that allocated laptop is used and handled with care and precaution. Ensuring the security of laptop and protection of the data loaded in it is the responsibility of the user.
    2. In case laptop is damaged and OEM qualifies it as physical damage, for example LCD screen spots, lines or cracked, key board damage due to liquid spills etc. In such cases company will bear repair cost up to Rs.2000. Excess amount of repair charges will be recovered from the user through payroll. Kindly refer the annexure for details.
    3. In case of Laptop theft\loss, user should immediately log an FIR at nearest police station and the FIR copy should be submitted to TIS and PM on the same day. User needs to raise security incident on Majesconet portal. Kindly refer annexure. Company will take judgmental decision on theft/loss based on available information. Company reserves right to recover full amount of lost asset
    4. Replacement Laptop will be provided as soon as possible subject to availability and approval from G10 and above manager.

### Laptop Recovery

* + 1. At the time of separation, employees are requested to surrender the Laptop to TIS in first half of their last working date in the company. The sign off from TIS may be delayed in case if this is not adhered to which may lead to you getting your resignation acceptance letter.
    2. Before handing over Laptop to TIS, backing up of Laptop data will be Laptop owner / project manager’s responsibility. Surrendered Laptop to TIS will be formatted before reissue to new user as per InfoSec guidelines.
    3. In case of temporary laptop allotment, three reminders shall be issued to the respective individuals for the return by Asset team. Failure on the return of Laptops after three reminders matter shall be escalated to respective Project manager. If the laptop is not returned within 48 hours, then the login ID would be disabled and initiation of recovery from salary will be initiated by the TIS asset manager.
    4. If any user found using dual or multiple assets (Laptop/Desktop) reminder mail would be sent to surrender the asset if no reply received for more than a week after 3 reminders then the user ID will be disabled.

1. LAPTOP USAGES GUIDELINES

### Laptop usage

* + 1. Store your Laptop in the bag that has been issued with your laptop, this will provide excellent protection for the computer
    2. Use a soft cotton cloth, such as a handkerchief, to clean your Laptop. Do not use water to clean the Laptop.
    3. Place your laptop on a sturdy work surface and clear of all food/drink to avoid spills
    4. Be careful with your charger. Ensure to have proper connectivity of changer to laptop. Loose connection may damage the laptop.
    5. Ensure the Laptop Service tag number, asset code remains intact. Kindly get in touch with TIS for any assistance.
    6. Don’t place anything between the screen and keyboard when you close the computer.
    7. Do not stuff too many documents inside your Laptop bag / in between laptop screen.
    8. Do not pick up or hold your laptop by the screen, or scratch, twist, hit, or push the surface of the display
    9. Do not pull on any cables/charger or force them in any way.
    10. Do not place your laptop on a pillow or other soft material when it's on, because this may block the airflow vents on the bottom of the laptop and cause the computer to overheat.
    11. Avoid any other action which can cause harm to Laptop.
    12. Temporary laptop to return on or before specified day of return. In case of failure AD account will be disabled.

### Laptop Security Guidelines

* + 1. Please carry the laptop authority letter / card along with you and display on demand at security desk. Please approach helpdesk (Extn-1111) in case of non-availability of laptop card
    2. Don't leave your laptop on front/back seat of car. Compulsory keep Laptop in Car trunk. Never leave your Laptop and accessories unattended at office or anywhere.
    3. Ensure the latest Antivirus and system patches on your laptop. Do not change the system settings e.g., Antivirus updates, Personal Firewall etc.
    4. Immediately report the theft or loss of laptop to TIS and Project Manager. Report to Police and submit FIR to TIS and PM.
    5. Do not install any unauthorized software’s, programs, or games.
    6. Lend the Laptop to ANYONE unless authorized.

1. Exception
   * 1. Exception to this policy can be done by manager in grade 10 and above in consultation with TIS head.
2. Version History

Document Change History Log

|  |  |  |  |
| --- | --- | --- | --- |
| Version No. | Date | Author / Editor | Details of Change |
| 0.1 | 31-07-2017 | Setal M. Parmar | Initial Draft for Laptop Management |
| 1.0 | 31-07-2017 | Setal M. Parmar | Consulted with Sushil on draft version |
| 2.0 | 16-08-2017 | Setal M. Parmar | Review meeting with Tilak , Sushil , Padmakumar |
| 3.0 | 04-09-2017 | Padmakumar M P | Order of the content |
| 4.0 | 06-09-2017 | Kunal Karan | Changes in content of procedure |

1. Annexure

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| 1. Physical Damage scenarios: |
| <https://support.hp.com/lt-en/document/c01608578#AbT2> |
|  |
| 1. Security Incident |
| <https://www.majesconet.com/CorpFunctions/InformationSecurity/Pages/default.aspx> |
|  |
| 1. Usage guidelines |
| <http://www.dell.com/support/article/in/en/inbsd1/sln119326/dell-notebook---use-and-maintenance-guide?lang=en> |

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