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| Document ID  **ITAM101** | Title  **IT ASSET STANDARDS** | Print Date  **mm/dd/yyyy** |
| Revision  **0.0** | Prepared By  **Preparer’s Name / Title** | Date Prepared  **mm/dd/yyyy** |
| Effective Date  **mm/dd/yyyy** | Reviewed By  **Reviewer’s Name / Title** | Date Reviewed  **mm/dd/yyyy** |
|  | Approved By  **Final Approver’s Name / Title** | Date Approved  **mm/dd/yyyy** |

**Policy:** The Company shall develop a set of IT asset standards to minimize the complexity and the cost of building and managing Information Technology systems.

**Purpose:** To specify and delineate minimum standards for Information Technology assets under the Company’s control.

**Scope:** This standard shall apply to all company-controlled Information Technology assets.

**Responsibilities:**

Information Technology Managers are responsible for reviewing Information Technology asset standards.

The Information Technology Asset Manager is responsible for developing the Company’s Information Technology asset standards, for reviewing such standards from time to time with Information Technology Managers, and for communicating these standards in an effective and timely manner to the Tech Support Manager.

The Tech Support Manager is responsible for implementing the Company’s Information Technology asset standards.

The Human Resources Manager is responsible for communicating special employee requirements to the Information Technology Asset Manager.

**Definitions:** Information Technology Asset – Any computer hardware, software, Information Technology-based Company information, related documentation, licenses, contracts or other agreements, etc.

**Procedure:**

## IT ASSET STANDARDS DEVELOPMENT

* 1. The Information Technology Asset Manager shall conduct a periodic assessment of Information Technology asset standards (at least once a year), in particular noting exceptions granted to determine if the exceptions should become part of the standards.
  2. The Information Technology Asset Manager shall develop Company Information Technology asset standards, based on information that may be contained in:
  + Information Technology market studies, industry benchmarking studies, human factor studies (ergonomics, etc.), and best practices (see References B and C);
  + ITAD101-1 INFORMATION TECHNOLOGY PLAN;
  + ITAM104-2 IT ASSET SCAN SUMMARY;
  + ITAM105-1 IT ASSET INSTALLATION FOLLOW-UP REPORT;
  + ITAD110-1 IT POST-SERVICE SATISFACTION REPORT;
  + ITSD108-1 IT SECURITY AUDIT FINDINGS; and
  + Asset standards exceptions (like ITAM 101-3) granted on the basis of special requirements.

1.3 Exceptions to the Information Technology asset standards may be required:

* + To accommodate employee requirements (see Reference A for an example), in which case the Company’s HR Department should provide the Information Technology Asset Manager with the information necessary to appropriately address those needs in the standards (see Reference D); or
  + To further the Company’s mission.

Exceptions may be requested using ITAM101-3 IT ASSET STANDARDS EXCEPTION REQUEST. Upon approval of Information Technology Managers, ITAM101-3 shall be submitted with ITAM102-1 IT ASSET REQUISITION/DISPOSAL FORM, in accordance with ITAM102 IT ASSET MANAGEMENT.

* 1. The Information Technology Asset Manager shall document proposed Information Technology asset standards on ITAM101-1 IT ASSET STANDARDS LIST.
  2. The Information Technology Asset Manager shall review ITAM101-1 with Information Technology Managers. Information Technology Managers and the Information Technology Asset Manager shall indicate their acceptance of Information Technology asset standards by signing ITAM101-1.
  3. The Information Technology Asset Manager shall keep the original ITAM101-1 and distribute copies to Information Technology Managers and to Tech Support, recalling any previous versions of ITAM101-1.

1. **IT ASSET STANDARDS IMPLEMENTATION** 
   1. Tech Support shall install, configure, repair, and replace Information Technology assets. In the course of performing such services, Tech Support shall ensure that the Company’s Information Technology Asset Standards are met.
   2. When configuring Information Technology assets for Company use, Tech Support shall record (or update) each Information Technology asset’s configuration on ITAM101-2 IT ASSET CONFIGURATION WORKSHEET.
2. **IT ASSET STANDARDS ASSESSMENT**
   1. The Information Technology Asset Manager shall conduct a periodic Information Technology asset scan, in accordance with ITAM104 IT ASSET ASSESSMENT, to determine if all assets on the Company Information Technology network conform to standards.
   2. If an Information Technology asset is found not conforming to asset standards and an exception has not been granted, an investigation of the situation shall be conducted in accordance with procedure ITSD108 IT INCIDENT HANDLING.

**Forms:**

* ITAM101-1 IT ASSET STANDARDS LIST
* ITAM101-2 ASSET CONFIGURATION WORKSHEET
* ITAM101-3 IT ASSET STANDARDS EXCEPTION REQUEST

**References:**

1. **AMERICANS WITH DISABILITIES ACT (ADA)**

Title I of the ADA prohibits private employers, state/local governments, employment agencies, and labor unions from discriminating against qualified individuals with disabilities in their job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions and privileges of employment.

A qualified employee or applicant with a disability is an individual who, with or without reasonable accommodation, can perform the essential functions of the job in question. Reasonable accommodation may include, but may not be limited to:

* Making existing facilities used by employees readily accessible to and usable by persons with disabilities;
* Job restructuring, modifying work schedules, reassignment to a vacant position; and
* Acquiring or modifying equipment or devices, adjusting modifying examinations, training materials, or policies, and providing qualified readers or interpreters.

An employer is required to make an accommodation to the known disability of a qualified applicant or employee if it would not impose an undue hardship on the operation of the employer's business. Undue hardship is defined as an action requiring significant difficulty or expense when considered in light of factors such as an employer's size, financial resources, and the nature and structure of its operation. An employer is not required to lower quality or production standards to make an accommodation nor is an employer obligated to provide personal use items, such as glasses or hearing aids.

1. **INSTITUTE OF ELECTRICAL AND ELECTRONIC ENGINEERS COMPUTER SOCIETY (IEEECS) STANDARDS**

The IEEE is a non-profit, technical professional association of more than 360,000 individual members in approximately 175 countries. The IEEE is a leading authority in technical areas ranging from computer engineering, biomedical technology, and telecommunications to electric power, aerospace, and consumer electronics. The IEEE Computer Society (IEEECS) is the branch of IEEE responsible for standards related to computers and computing.

The IEEE has nearly 900 active standards with 700 under development. The standards are too numerous and detailed to mention here; to learn about relevant IEEE or IEEECS standards, visit <http://www.ieee.org/index.html> or <http://www.computer.org/portal/web/guest/home>.

1. **INTERNATIONAL ASSOCIATION OF INFORMATION TECHNOLOGY ASSET MANAGERS (IAITAM)**

Starting in 1998, a group of software and hardware asset managers began meeting to discuss the need for a centralized organization devoted to expanding and codifying information and knowledge within the Information Technology Hardware & Software Asset Management fields. The research led to some specific needs for the newly created profession of Information Technology Asset Manager, including advanced training programs, easy access to vendor neutral answers and product reviews, and accurately monitoring Information Technology assets to prevent over-investment and underutilization.

For information on IAITAM, go to <http://www.iaitam.org/>.

1. **BIZMANUALZ DOCUMENT #ABR41M – HUMAN RESOURCES POLICIES AND PROCEDURES MANUAL**

This document provides guidance to companies looking to codify their Human Resources policies and procedures.

**Additional Resources:**

1. ISO/IEC 19770-1:2012, [Information Technology - Software Asset Management - Part 1: Processes and Tiered Assessment of Conformance](http://www.iso.org/iso/home/store/catalogue_ics/catalogue_detail_ics.htm?csnumber=56000).

**Revision History:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision** | **Date** | **Description of Changes** | **Requested By** |
| 0 | mm/dd/yyyy | Initial Release |  |
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**ITAM101-1 IT ASSET STANDARDS LIST**

### 1.0 WORKSTATIONS

Hardware

CPU 3rd Generation Intel® Core™ i5-3330 processor (up to 3.20 GHz)

Bus type PCI

RAM 8 Gb DDR3 SDRAM @ 1600 MHz

Hard Drive (HDD) 1 TB 3.5” SATA, 7200 RPM

Removable device I/O ports Four (4) USB 3.0 ports

Optical Drive DVD+/-RW Tray Load Drive, 16X, SATA

Mouse USB Optical Mouse MS111

Keyboard KB113 USB Wired Entry Keyboard - US

Video card Intel® HD Integrated Graphics

Monitor 20-inch HD Monitor with LED

Network Interface Card (NIC) Integrated 10/100/1000 Ethernet

Software

Operating system Microsoft (MS) Windows 7, 64-bit Pro

Office automation

Word processing MS Word 2013

Spreadsheet MS Excel 2013

Presentation graphics MS PowerPoint 2013

Personal database MS Access 2013

Internet browser Internet Explorer (IE) 9

E-mail MS Outlook

Personal scheduling MS Outlook

Anti-virus software McAfee® Security Center

### 2.0 SERVERS

Hardware

CPU Intel® Xeon® X3480, 3.06 GHz, 8M Cache, Turbo, HT

RAM 16GB Memory (4x4GB), 1333MHz, Dual Ranked RDIMM

HD Controller PERC H700, Internal RAID Controller NVDIMM 512MB Cache

HD Configuration RAID 10 - PERC6i/H200/H700 (SAS/SATA Cntrlr), 4 Hard Drives

Hard Drives (x4) 1TB 7.2K RPM SATA 3Gbps 3.5in Cabled

Power Supply (x2) Dual, Redundant, 400W

Optical Drive DVD-ROM

Removable device I/O ports Two (2) USB 2.0 ports

Mouse USB Optical Mouse MS111

Keyboard KB113 USB Wired Entry Keyboard - US

Video card Intel® HD Integrated Graphics

Monitor 20-inch HD Monitor with LED

Network Interface Card (x2) Dual Intel PRO 1000PT 1GbE Single Port NIC, PCIe-1

Software

Operating system Windows Server® 2012, Essentials Ed

Internet browser Internet Explorer (IE) 9

### 3.0 NETWORK INFRASTRUCTURE

OSI Layer 2 data link protocol 10/100/1000 Ethernet (IEEE 802.3 Ethernet standard)

OSI Layer 3 network protocol TCP/IP

UPS Standby UPS for individual PC’s; continuous UPS for servers

Firewalls “Personal” firewall software installed on individual PC’s, server(s), laptops, etc.

Routers Cable/DSL Router; WAN - 1 x RJ-45 10/100/1000; LAN - 4 x RJ-45 10/100/1000; max transfer rate up to 1000 Mbps;

Switches 24 10/100/1000 Base-T auto-sensing Gigabit Ethernet switching ports; auto-negotiation for speed, duplex mode and flow control; auto MDI/MDIX; port mirroring (many-to-one); broadcast storm control; IEEE 802.1p tagging; port-based prioritization; four priority queues per port

### 4.0 PRINTERS

Type Monochrome

Resolution 1200 x 1200 dpi

Connectors USB, 10/100/1000 Ethernet

Compatibility PS 3, PCL6, PCL 5e

PostScript support PostScript level 3

Print capacity 500 sheets, 8.5 x 14”

Installed memory 64 Mb RAM, expandable to 256 Mb

Power Energy Star compliant

Duplex print-capable yes

### 5.0 PORTABLE IT ASSETS

Laptop Hardware

Laptops

CPU 3rd gen Intel® Core™ i5-3210M Processor (2.5GHz, 3M cache)

RAM 4GB DDR3 SDRAM at 1600MHz

Hard Drive (HD) 500GB 7200rpm

Removable device I/O ports Four (4) USB 3.0 ports

Optical Drive 8X DVD+/-RW

Mouse 3-Button Wireless Mouse

Display 15.6" HD (1366x768) Anti-Glare WLED-backlit

AC Adapter 60-Watt with 6.5 ft Power Cord

Network Interface Card (NIC) 10/100/1000 Ethernet

Wireless 802.11g/n Single Band Wi-Fi

Battery 6-cell (60WH) Primary Lithium Ion Battery

Physical security Secure storage locker;

cable lock device

Carrying Case 17" Messenger

Laptop Software

Operating system Microsoft (MS) Windows 7, 64-bit Pro

Office automation

Word processing MS Word 2013

Spreadsheet MS Excel 2013

Presentation graphics MS PowerPoint 2013

Personal database MS Access 2013

Internet browser Internet Explorer (IE) 9

E-mail MS Outlook

Personal scheduling MS Outlook

Anti-virus software McAfee® Security Center

Others

**Approved:**

IT Management: Date:

IT Asset Mgr.: Date:

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#### ITAM101-2 IT ASSET CONFIGURATION WORKSHEET

A. System Identification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Component** | **Manufacturer** | **Model** | **Property Number** | **Serial Number** |
| CPU |  |  |  |  |
| Monitor |  |  |  |  |
| Printer |  |  |  |  |
| Other: |  |  |  |  |

B. Hardware Components

|  |  |  |
| --- | --- | --- |
| **Component** | **Manufacturer** | **Model** |
| CPU Unit |  |  |
| Monitor |  |  |
| Floppy Drive |  |  |
| Mouse/Pointing Device |  |  |
| Hard Drive 1 |  |  |
| Hard Drive 2 |  |  |
| Hard Drive 3 |  |  |
| CD-ROM Drive |  |  |
| Tape Drive |  |  |
| Video Card |  |  |
| Sound Card |  |  |
| Network Interface Card |  |  |
| Disk Controller |  |  |
| Modem |  |  |
| Other |  |  |

C. Hardware Configuration

1. CPU Type: \_\_\_\_\_\_\_\_\_\_\_\_\_ Clock Speed: \_\_\_\_\_\_\_\_\_\_\_\_

2. System BIOS

Manufacturer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PNP: YES NO

BIOS Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ BIOS Revision: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Memory

RAM Type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ RAM Capacity: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4 Resource Assignments

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Component** | **IRQ** | **Base I/O** | **Base Memory** | **DMA** |
| COM1 |  |  |  |  |
| COM2 |  |  |  |  |
| MOUSE |  |  |  |  |
| LPT1 |  |  |  |  |
| Disk Controller |  |  |  |  |
| Video Controller |  |  |  |  |
| Sound Card |  |  |  |  |
| Network Interface |  |  |  |  |
| Modem |  |  |  |  |
| Other |  |  |  |  |

D. Software Configuration

|  |  |  |  |
| --- | --- | --- | --- |
| **Software** | **Vendor** | **Version/Revision** | **License ID** |
| Operating System |  |  |  |
| Word Processing |  |  |  |
| Spreadsheet |  |  |  |
| Presentation Graphics |  |  |  |
| Database |  |  |  |
| Electronic Mail |  |  |  |
| Internet Browser |  |  |  |
| Other |  |  |  |
| Other |  |  |  |

E. Network Configuration

|  |  |  |  |
| --- | --- | --- | --- |
| **Resource** | **Primary IP Address** | **Secondary IP Address** | **Comments** |
| DNS |  |  |  |
| Gateway |  |  |  |
| NIC/Machine IP |  | N/A |  |
| WINS or Net Bios |  |  |  |

**ITAM101-3 IT ASSET STANDARDS EXCEPTION REQUEST**

Req # Date:

Asset Description:

User ID: Department:

Dept. Mgr.:

Reason for exception:

**Approved:**

HR Manager: Date:

IT Management: Date:

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