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| **TSC Category** | Operations and User Support | | | | | |
| **TSC Title** | IT Asset Management | | | | | |
| **TSC Description** | Manage, optimise and protect the organisation's IT assets. This includes the timely purchase, deployment, categorisation, maintenance and phase out of IT assets within the organisation in a way that optimises business value. Also includes development and implementation of procedures to guide the proper handling, usage and storage of IT assets to limit potential business or legal risks | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  | **ICT-OUS-2008-1.1** | **ICT-OUS-3008-1.1** | **ICT-OUS-4008-1.1** |  |  |
|  | Procure and categorise IT assets across different lifecycle stages, and monitor IT asset levels regularly | Determine the IT assets to be procured and guidelines for proper handling, storage and maintenance, and manage the phase-in and phase-out of IT assets | Integrate understanding of future IT asset requirements and policy changes to define an asset management plan that optimises business value and minimise risk |  |  |
| **Knowledge** |  | * Asset reporting protocols * Asset request and procurement processes and considerations * Categorisation of assets at different points in its lifecycle * Proper asset handling, maintenance and storage procedures * Types of business and legal risks, vulnerabilities and issues from assets * Corporate policies for usage of assets | * Lifecycle stages and management of IT assets * Asset management tools and usage * Impact of business needs on IT asset requirements * Techniques to forecast required asset or inventory levels * Industry best practices in asset handling, storage and maintenance * Practices in the management of licenses, certificates, renewals and software intellectual property * Potential business, legal or security risks from assets | * Impact of emerging trends on asset management * Elements of an organisation asset management plan * Industry standards and best practices in asset management and lifecycle optimisation * Calculation of optimal asset inventory levels vis-a-vis business requirements and forecasts * Changes in legal and security policies or requirements |  |  |
| **Abilities** |  | * Follow a formally-approved procurement process to procure the required inventory stock and software assets * Monitor levels of assets regularly and identify sub-optimal levels * Categorise assets according to organisation-specific procedures * Perform regular maintenance of assets according to organisational guidelines * Phase out irrelevant assets according to the asset management plan * Identify business or legal vulnerabilities and inefficiencies from existing assets * Check that business units comply with corporate policies in the utilisation of assets | * Determine the type, quantity, and timing of IT assets to be procured or supplemented according to business needs * Develop internal processes to track and categorise assets and inventory through its lifecycle * Develop well-defined plans and instructions to guide proper handling, storage and maintenance of assets * Monitor the deployment and maintenance of assets in line with Service Level Agreements (SLA) * Determine optimal time for the phase in and phase out of assets, to maximise value within legal and security standards * Forecast changes in demand for and supply of various assets * Anticipate potential business, legal or security risks that assets may pose * Propose organisation guidelines to optimise and protect assets and intellectual property | * Anticipate the future IT asset requirements of the organisation based on emerging trends and evolving needs * Define the organisation's asset management plan to optimise business value and minimise risk * Establish internal policies for the management, optimisation and protection of the organisation's assets in alignment with business priorities and industry standards * Set guidelines for optimal asset and inventory levels, in balancing changes in forecasts, business needs and costs * Develop procurement guidelines and Standard Operating Procedures (SOP) * Manage impact of policy changes on asset management plan |  |  |
| **Range of Application** |  | | | | | |