

Information Technology Hardware Asset Management Policy

Policy Scope: Citywide	Review Cycle: 2 Years
Version: 1.0	Next Review Date: 01/15/2023
Effective Date: 01/15/2021	Last Amended: NA

Administrative Entity

Department of Information Technology
916-808-5763

Related Regulatory References

List local, state, federal related regulations.

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Policy Statement

It is the policy of the City of Sacramento, a municipal corporation of the state of California, (City) that all City information technology hardware assets (IT assets) are used for City business to maintain accurate records in a safe, cost effective manner consistent with applicable laws and regulations.

Policy Background (Optional)

This section is rarely used. Use this section only if needed to provide related history or chronology of the policy. Do not use this section to repeat what has already been addressed the policy statement or other sections of the policy document.

Roles and Responsibilities

Charter Officers

Charter Officers or Department Heads, or designee(s) (the “department”) shall be responsible for:

- Ensuring that end users receive a copy of this policy and use IT assets in accordance with this policy;
- Maintaining proper accountability and control of IT assets within their department;
- Knowing the physical location of their department’s assigned IT assets;
- Ensuring that their department's IT assets are reasonably secure from theft or hazards; and
- Notifying the IT Department of changes respective to IT assets such as change of user assignment or change of physical location to ensure accurate IT asset inventories are updated.

Chief Information Officer

The City’s Chief Information Officer (CIO) or designee is responsible for the implementation of this policy. Such responsibility includes, at a minimum:

- Authority to manage and enforce this policy;
- Establishing operating procedures and guidelines governing the management and administration of IT assets;
- Administering and maintaining ITAM and its procedures;
- Identifying and tagging all IT assets;
- Recording IT asset information into the ITAM to properly identify the asset;
- Responding to requests for assistance from departments; and
- Any other duties necessary to implement this policy.

End Users

- End users shall be responsible for:
- Using IT assets for City-business only;
- Complying with all federal, state, and local laws, regulations, or policies and procedures governing use of IT assets;
- Not downloading games, music, and non-City-business related applications on IT assets;

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- Only using a secure wi-fi environment when the cellular network is not available, (e.g., City wi-fi, City guest wi-fi, a password only accessible personal home wi-fi, City issued mobile wi-fi/hotspot);
- Protecting IT assets from loss, damage, or theft; and
- Reviewing and acknowledging this policy via the City’s LMS.

Policy Directive

City’s Reservation of Rights

IT assets are City property. As such, the City hereby reserves its right to:

- Investigate, monitor, inspect, retrieve, track and locate, and read any communication or data composed, transmitted, or received through voice/data services, online connections and/or stored on City servers or other City property, without further notice to users, to the maximum extent permissible by law including the end user’s applicable labor agreement;
- Disable or deactivate and terminate end user’s access to IT assets for any reason; and
- Disable or deactivate an end user’s access to the City’s network.

Content

IT assets shall not be used for or contain any material that may reasonably be considered offensive, harassing, defamatory, or threatening. IT assets shall not be used to access or engage in any internal or external communications that refer to violence, racism, sexism, drugs, illegal conduct, pornography, gambling, betting, abusive language, profanity, or other subjects that would be offensive to a reasonable person.

Records Management

Content stored on IT assets are subject to the California Public Records Act and the City’s Records Retention Policy, unless otherwise exempted.

Definitions

Word/Phrase	Definition
City Information Technology Resources (ITR)	City-owned technological assets.
City’s Network	The hardware and software resources of an entire network that enables connectivity, communication, operations, and management of an enterprise network that supports voice and data communications, and information systems.
Department	A subdivision or unit of the City with budgetary and supervisory responsibility for IT Hardware Asset Management System.
Information Technology Hardware Asset Management System (ITAM)	The system used by the IT Department to track, control, and manage IT assets.

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IT Asset	An information technology hardware asset that has a value of \$100 or more including a desktop, laptop, tablet, copier, printer, fax machine, mobile device, monitor, network appliance, network equipment, router, scanner, server, tape storage, telephone system, audio/visual equipment, camera, camera equipment, or wireless card.
Learning Management System (LMS)	A software system for the administration, documentation, tracking, reporting and delivery of educational courses, policies, training programs, or learning and development programs.
Lifecycle	All phases in the useful life of an IT asset including planning, acquiring, operating, maintaining, and disposing/surplusing or decommissioning phases.
Spare	An IT asset that is unassigned and used.
Surplus IT Assets	Surplus IT assets that are unrepairable, obsolete, or damaged and valued at less than the cost of repair.
Users	City employees, administrators, contractors, volunteers, temporary employees, student interns, or any other person who uses IT assets or ITRs.

Signing Authority

Charter Officer Review and Acknowledgement

Howard Chan, City Manager


Howard Chan (Jan 12, 2021 20:23 PST)

Susan Alcala Wood, City Attorney


Susana Alcala Wood (Jan 12, 2021 14:46 PST)

Jorge Oseguera, City Auditor


Jorge Oseguera (Jan 11, 2021 17:17 PST)

Mindy Cuppy, City Clerk



John Colville, City Treasurer


John P. Colville Jr (Jan 11, 2021 11:47 PST)

Procedures

IT Asset Management Procedures

- Upon receipt of an IT asset, the IT Department shall notify the applicable ordering City department.
- IT Department personnel shall set up and configure the IT asset which may include assigning a tag and updating ITAM as described below
- In such cases where the IT asset is too small to be tagged, its serial number or other unique identifier shall be added in ITAM. If a tag or other unique identifier is mistakenly defaced or removed, the user shall notify IT Department personnel who shall replace the tag and update the ITAM with the new information. Tags or unique identifiers shall be uniformly applied on all IT assets.
- For required field information, IT Department personnel shall enter the following IT asset information into the ITAM to properly identify the asset:
 - Asset type (e.g., computer, printer, phone);
 - Asset tag number;
 - Assigned to (if applicable);
 - Department operating unit;
 - Location (e.g., site, building, floor, suite);
 - Manufacturer;
 - MAC Address (VoIP Phones only);
 - Model name/number;
 - User name;
 - Purchase date;
 - Purchase order number (if applicable);
 - Purchase card name (if applicable);
 - ITAM ticket number (mobile devices only);
 - Cost;
 - Serial number/unique identifier; and
 - Status.
- After the IT asset is recorded in ITAM, it shall be delivered to the ordering department. IT Department personnel shall maintain the status of the IT asset within ITAM.

IT Asset Management System Administration

- ITAM is password protected and only designated system administrators may have access to add, modify, or remove IT assets within ITAM.
- An IT Department supervisor or manager has the authority to determine and assign administrative roles for IT assets. The IT Department shall update access as needed and audit access quarterly.

Spares and Surplus

- Spares are usually in good working condition and may be redistributed by the IT Department as needed. The IT Department shall update the ITAM with a status of the City's spare inventory.

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- End users shall dispose of IT surplus or unneeded IT assets assigned to them by turning it in to their respective City department for proper reassignment, or disposal in accordance with Sacramento City Code chapter 3.80.
- When a City department determines that an IT asset is a spare, that department must notify the IT Department by contacting the IT Department's Helpdesk. When notifying the IT Department, the applicable City department must tell IT the asset's description, tag number or unique identifier, location, and pickup date and time. The IT Department shall retrieve and evaluate the IT asset and will:
 - Update ITAM with a status of the spare and the date the IT Department removed the asset from the City department. The status of the spare shall stay in ITAM for two years.
 - Store spares in secure locked areas. Only authorized IT Department personnel may be granted access to these areas.
- For IT assets being disposed, the IT Department shall remove all data including, digital files and licensed software from the equipment in accordance with National Institute Standards and Technology (NIST) standards. Notwithstanding the NIST standards, additional acceptable removal methods include using disk sanitizing software, destruction of removeable media or removing hardware media from assets for physical destruction (e.g., drilling, crushing, shredding or other demolition methods) rendering the storage device unreadable.

Lost or Stolen IT Assets

In the event an IT asset is lost, stolen, suspected of being compromised or is compromised (e.g., through virus or malware), the end user or end user's supervisor/manager should immediately notify the IT Department that the IT asset is no longer secure. The IT Department shall take immediate steps to wipe and disconnect the lost/stolen IT asset from all City services.

Inventory Counts/Audits/Accuracy

- The IT Department shall conduct quarterly audits that include comparing physical IT assets against data held within ITAM.
- A quarterly audit accuracy goal of 90% has been established. The IT Department shall conduct an investigation to determine the cause (e.g., theft, recording errors, etc) if there is a discrepancy. After the cause is determined, the IT Department shall follow-up with the appropriate City department for resolution.

Reporting

Upon request, the IT Department shall make available to the requesting department or City official an ad-hoc report. Ad-hoc reports identify the inventory of IT assets assigned to an end user, division, or department

End User Separation

- When an end user separates from the City, the end user's supervisor/manager shall immediately notify the IT Department by following the notification procedures outlined in the City's Employee Separation Policy.

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- Upon notification, IT personnel shall create a help desk ticket initiating the following separation process:
- Disabling all accounts;
- Verifying IT assets that were assigned to the separating user and coordinate with their department for possible reassignment of the IT asset; and
- Updating ITAM.

Support

IT personnel are available to assist departments with managing their assigned IT assets. Other IT support functions include:

- Responding to department requests to move IT assets into storage or surplus;
- Providing oversight for quarterly self-audit of departmental IT assets;
- Updating ITAM for acquisitions and status changes; and
- Responding to inquiries from departments.

Compliance

End users shall report any actual or suspected breach of this policy to their immediate supervisor who shall report the incident to the IT Helpdesk, who shall take appropriate action and inform the relevant internal and external authorities.