




POLICY
Ohio Department of Taxation

Policy Description:
ISD Computers & IT Resources
Asset Management Policy

Policy No: ODT – IT - 012

Authorities:
D.A.S. Asset Management Policy
DAS ITP-B.4

Pages: 3 Pages

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Division With Primary Responsibility:
Information Services

Supersedes: New Policy

1. Policy Purpose

The purpose of this policy is to communicate to all IT asset owners their responsibility in preserving the integrity of their assigned IT assets.

2. Policy Scope

The scope of this policy includes all personnel who are assigned State of Ohio IT assets while employed or under contract through the Ohio Department of Taxation.

3. Definitions

IT Assets – All desktop computers, laptop computers, servers, virtual machines ¹, peripherals, and network equipment owned, leased, and/or supplied by the State of Ohio.

Loaned Asset Tracking Sheet – Standard form used by custodians to track shared IT assets.

Loaned Laptops - Loaned laptops are IT assets that are given to a division or unit for temporary use on the condition that it be returned to the lender (asset owner) on the agreed upon time period.

Long Term Absence – A long term absence is defined as more than 30 calendar days.

Shared Desktops – Shared desktop computers are workstations that are readily available in various work locations for temporary use by employees away from their primary work area.

Software Patch – Any update, update rollup, service pack, feature pack, critical update, security update, or hotfix that is used to improve or to fix a software product.

Standard Workstation Equipment - This is a desktop computer and/or laptop computer, along with associated hardware such as monitor, keyboard, mouse and speakers. A standard workstation does not include a desktop printer.

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Virtual machines (VMs) require the same patches as physical workstations. VMs must be connected to the network for patches and updates to be received.

4.0 Policy

4.1 IT Asset Ownership Roles and Responsibilities

This section provides a description of the four key IT asset owner roles and their accompanying responsibilities.

- Asset Owner - A designated individual who is accountable for an IT asset. Prior to receiving any IT asset, an individual's name shall be entered as the owner on the personal property asset record.

As an asset owner, an individual is responsible for:

- (1) Properly securing, maintaining, & accounting for their assigned IT assets.
- (2) Complying with ISD instructions for applying updates and patches to their assigned workstations.
- (3) Delegating ownership during a long-term absence.

- Delegated Asset Owner - A supervisor who assumes the role of the IT asset owner during an employee's long term absence.

As a delegated asset owner, the immediate supervisor is responsible for:

- (1) Assuming the IT asset owner responsibilities as detailed above for employees that are scheduled for a long-term absence.
- (2) Contacting the Customer Response Center to establish their encryption user ID and password to access the delegated IT asset.

- Custodian - The custodian is the caretaker of shared IT assets and oversees shared IT assets that are used by a designated group or organization unit. On average, these assets are located in common areas, conference/training rooms, or are used by other personnel for short term purposes.

As a custodian, an individual is responsible for:

- (1) Assuming the responsibilities of an asset owner as detailed above.
- (2) Ensuring shared and/or loaned IT assets are available for temporary use.
- (3) Maintaining the loaned IT asset tracking sheet.

- Borrower – An individual who receives an IT asset on loan for temporary use.

As a borrower, an individual is responsible for:

- (1) Assuming the responsibilities of an asset owner as detailed above.
- (2) Returning the shared IT asset to the custodian based upon the agreed upon arrangements made with the custodian.

4.2 IT Asset Requests, Returns and Relocations

This section outlines the procedures for initiating IT asset related service requests for transfers, moves, adds, separations, and changes.

- IT Asset Requests
All IT asset requests must be submitted to ISD through a Customer Service Request (CSR).

- IT Asset Relocations
All IT asset relocation requests must be submitted to ISD through a CSR. The relocation of IT assets can only be performed by ISD personnel. District and satellite office relocations will be coordinated through an ISD liaison.
- IT Asset Returns
If ISD, the asset owner, or their Supervisor determines that an IT asset is no longer used or needed, a CSR can be submitted to return the asset to ISD –or– the end user can contact the Customer Response Center.
- Separation of Service
Upon separation of service an asset owner's IT assets must be returned to ISD. ISD will generate the request to pick up IT assets once notified by Human Resources that a separation from service has occurred.
- Ownership Transfer
All requests for IT asset ownership transfers must be requested from ISD through a CSR.
- Staff Transfers
All employee transfers will require the employee to receive a new workstation. The employee's previous Supervisor must submit a CSR to return their former employee's IT assets. The employee's new Supervisor must submit a CSR to request new IT assets for the employee.

4.3 Network Connectivity

If the IT asset has not been connected to the network for 60 or more days and the IT asset has not been returned to ISD, the IT asset missing process will be initiated. Virtual machines require the same patches as physical workstations.

4.4 Stolen/Confiscated/ Missing IT Equipment

Refer to ODT-IT-013 - Reporting Lost or Stolen IT Resources and Storage Media.

5. Policy Enforcement

Any personnel found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.