



مدرسة جيمس متروبول الواحة
GEMS Metropole School
AL WAHA

IT Asset Management Standard Operating Procedures

Approved by:	Jeremy Hallum (Principal)
Last reviewed on:	August 2023
Next review due by:	August 2026

MISSION

Lead, nurture and succeed.

VISION

A sustainable and inclusive community hub, nurturing future leaders.

Nurturing
LEADERSHIP

This policy is applied at MTW alongside our school's vision, mission and values. Alongside the principles of High Performance Learning; VAA and A.C.P. characteristics.

SOP Title:	IT Asset Management Standard Operating Procedures
Policy Number:	SOP/IT/0001
Version:	1.0
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Scheduled review date:	Febraury 2023
SOP approver:	Vice President – Technology Services
SOP owner:	SSC IT - Technology Services
SOP reviewer:	Manager – IT Shared Services
Relevant related policies:	GIDIT0002, GIDIT0010 & POLIT0035
Other relevant documents:	<ul style="list-style-type: none"> • None

1. Purpose

The purpose of this document is to provide guidelines on IT Asset Management.

Every Assets made available for the Students, Faculty and Staff are the property of GEMS Education. ICT will take delivery of, install, verify and asset tag any piece of IT equipment procured by GEMS Education.

All Departments within GEMS Education, which includes Schools and Corporate offices, are responsible for the assets in their respective premises.

When a Staff is allocated with an asset they are the owner and responsible for the safekeeping of the asset.

Use of GEMS Education IT equipment for activities other than academic purposes or business is not permitted, and GEMS Education reserves the right to suspend the use of these resources for the following reasons:

- Illegal activities
- Abuse of resources which significantly reduces the ability of others to use these resources

2. Tools for Mainitaining IT Assets

Adherence to these procedures will facilitate accurate record keeping related to the acquisition, control, and disposition of property.

The below tools are available with the respective ICT engineer to ensure IT Assets are being maintained.

1. Asset Tagging using Label machine.
2. Intune configuration(MDM) on every IT Asset that has a media or storage unit , such as laptop's, tablets, All-in-one's, etc..
3. Signed Staff IT Equipment allocation agreement form.
4. Excel Sheet (the master sheet of the respective ICT engineers) to store all the assets information, which contains the model of asset, date of purchase, asset allocation.



5. The asset information is uploaded into Manage Engine.
6. GEMS Garage platform to be used for asset transfer or disposal.
7. Asset with media or storage device before disposal as to be degaussed / secure wiped
8. If an asset is transferred to update the asset database (Excel & ManageEngine) in respective entity's.

3. ICT Responsibilities

- ICT will take delivery of, install, verify and asset tag any piece of IT equipment procured by GEMS Education.
- Define the next series of the asset naming convention which consists of four components; Entity, Location/Department, Service/asset type and serial number
E.g. GCOICTLTP0001. For more details, please refer policy number "GIDIT0002"
- Any new IT device procured and received, before hand over to a staff or student as to be asset tagged based on the asset naming convention.
- Install GEMS image on laptops, all-in-one's and desktop pc's and add to GEMS domain using the asset naming convention.
- Configure Intune (MDM) on all assets, such as Laptop's, All-in-one's, Desktop PC's, MacBooks, iMac, Tablet devices, Smartphones and Interactive Screens (IFP's).
- Exception for Intune configuration would be peripheral's such as Monitor's, Docking Station, IP Phone's, Mouse, Keyboard, Printers, Projector's, Servers and Wireless access point's.
- The user acknowledgment IT acceptance form needs to be signed for movable assets like Laptops, MacBooks and Tablets (available in all schools and corporate offices) can refer policy "GIDIT0010"
- Ensure the movable asset handed over to the staff is updated in the Excel and ManageEngine database.
- For non-movable assets like IFP's, Printers, Wireless access points the department, building number, floor number and classroom number needs to be updated.
- In case of common Student laptops or tablets, the supervisor or teacher of the respective grade should take responsibility especially if the devices are stored in the trolley and kept in the supervisor room, ICT Lab, passage or corridor of a particular grade or section for ease of sharing the devices.
- The trolley unit should always be locked, if an internal lock is not available then the unit should be locked using an external lock. The key will be kept with ICT and a spare key with Support Staff/Supervisor/Teacher.
- ICT/Support Staff should be informed of the timetable arrangement. The logbook should be signed off by the respective class teacher when these devices are being used or booked.
- Lending a movable device asset to a student for a temporary period, the form as to be signed by their respective class teacher before an asset is handed over to the student by the ICT engineer(available in all schools), refer policy "GIDIT0010".
- Every asset as to be updated in the ICT Excel sheet(Master Sheet) which will include Model, Serial No., Brand, Vendor, Purchase Date, PO Number, Asset ID, Owner etc.. and updated in ManageEngine as well.
- In case a staff leaves the organization or school and the device is returned, the ICT engineer needs to update the records that the device is "Back in Stock"

- If the returned device is in working condition and can be reused and still under warranty it has to be assigned to a new joiner or given as a replacement to any existing staff requesting for a replacement of their existing device.
- ICT engineer to update the records of the returned device and if reassigned to another staff, the historical information of the previous owner should not be removed and retained.
- If an asset or assets no longer in use and the asset can be transferred, then it has to be posted in GEMS Garage to track the relevant authorization when it comes to transfer.
- When an asset is transferred from one School to another the records as to be updated by the ICT of the respective schools.
- The School which has accepted the assets that was transferred as to update the system with the new asset tag and in the Excel & ManageEngine database.
- When an asset can no longer be used due to age of the asset, stolen or damaged beyond repair, the asset can be marked for dispose and needs to be posted in GEMS Garage so as to track the relevant authorization.
- Once an asset is approved for disposal, the assets that as a media or storage device before disposal or handed over to a third party vendor, the asset as to be degaussed / secure wiped. Please refer policy "POLIT0035"

4. Damaged or Stolen Assets

- If an IT asset is stolen, the respective ICT department must be informed along with the Head of Department or Head of School and SSC IT. Before the asset is marked as disposed in the records a police report as to be provided as well.
- If an asset is damaged beyond repair or the cost of repair is higher than procuring a new laptop, the asset can be marked as disposed but email confirmation required from Head of Department or Head of School and SSC IT needs to be informed.
- ICT engineer needs to ensure the GEMS data on the stolen asset is initiated on Intune for a data wipe.
- As per GEMS Education policy, the cost of a damaged IT asset or misplaced/stolen asset is borne by staff and in case of accidental or robbery it's based on Head of Department or Head of School discretion and an approval from Vice President - Technology Services is required before issuing or procuring a new asset for replacement of the staff.

5. SSC IT Responsibilities

- If an IT asset is damaged or stolen/misplaced by a Student, the cost of the asset is based on the Head of School discretion.
- Monthly reminder to all ICT engineers regarding asset update.

6. ICT Checklist

Quarterly review and random check's within Schools or Corporate offices to ensure IT asset are properly tagged and maintained.

Asset Handover	
#	Checklist

1	Asset naming convention defined
2	Asset tagged
3	Intune configured

4	Asset acknowledgement form signed
5	Excel Sheet updated by ICT
6	Updated Manage Engine database
7	Log book maintained for Trolley devices

Asset Reuse	
#	Checklist
1	Leaver returned device marked in records "Back in Stock"
2	If asset is in working condition and under warranty should be kept ready
3	The returned asset can be reused by a new joiner or for a replacement request
4	Asset acknowledgement form signed
5	Excel Sheet updated by ICT & retains the previous owner information
6	Updated Manage Engine database

Asset Stolen	
#	Checklist
1	ICT Notified
2	HOD/HOS Notified
3	Initiate Intune wipe of device data
4	Police report
5	Disposal process to be initiated in GEMS Garage
6	Excel Sheet updated by ICT
7	Updated Manage Engine database

Asset Dispose	
#	Checklist
1	Disposal process to be initiated in GEMS Garage
2	Data wiped before handing over to 3rd party vendor for disposal
3	Excel Sheet updated by ICT
4	Updated Manage Engine database

Asset Transfer	
#	Checklist
1	Transfer process to be initiated in GEMS Garage

2	ICT of transfer school to update the records of asset transfer
3	Disjoin from Domain
4	ICT of acceptance school to define new asset naming convention
2	New asset tagged
3	Add to Domain
4	Resync Intune
5	Excel Sheet updated by ICT
6	Updated Manage Engine database

Monitoring and review

This policy is monitored by MTW Senior Leaders and will be reviewed every three years or earlier if necessary.

