Information Technology Asset Management Procedure

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Purpose

This procedure outlines the responsibilities and process for the management of the Amajuba District Municipality Information and Communication Technology (ICT) assets.

Overview

The municipality manages ICT assets to support effective and efficient frontline and corporate services. ICT assets include ICT hardware, software, systems and services that may be managed at an enterprise or local level. ICT asset management includes identification, acquisition, utilisation, disposal, recording and writing-off the municipality's ICT assets. This procedure aligns with the requirements for ICT asset management.
This procedure will assist ICT asset owners and other responsible officers to:

- identify and document ICT assets throughout the ICT asset lifecycle
- manage, maintain and renew ICT assets according to defined asset specifications and the expected life span of the asset
- manage risks throughout the asset lifecycle
- plan the advance replacement of ICT assets
- understand their responsibilities.

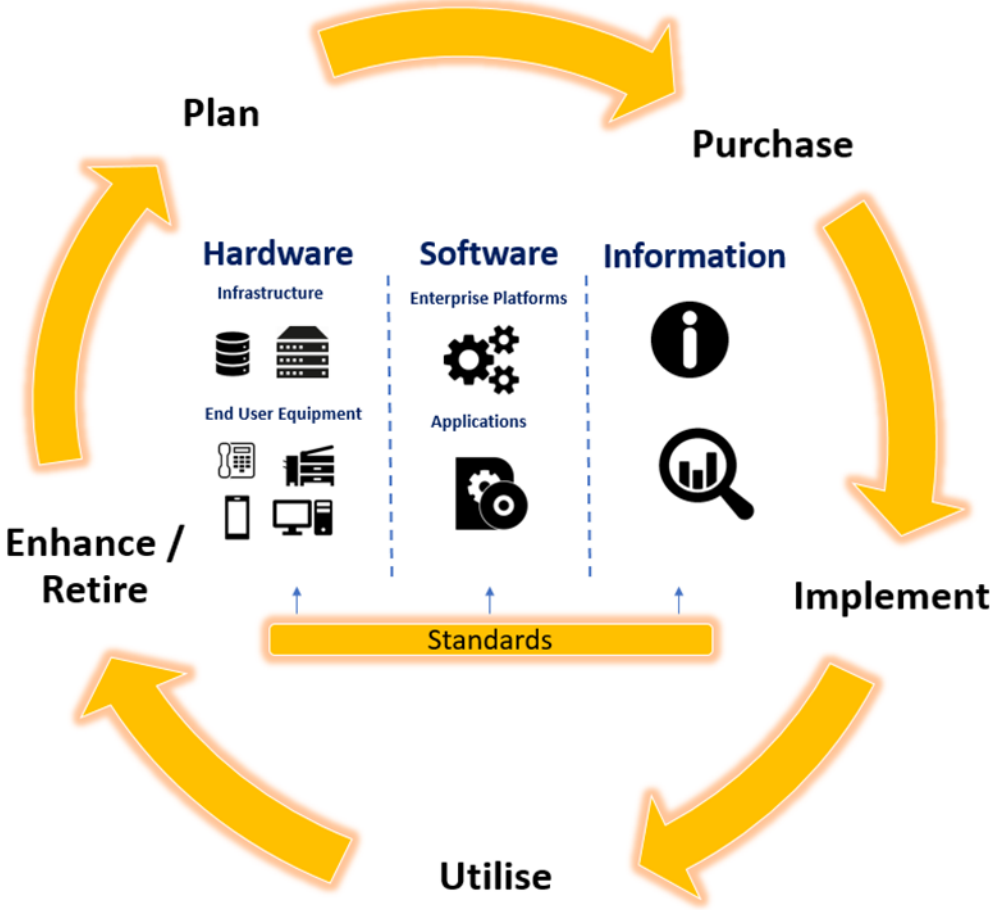
Responsibilities

Information and Technologies Section:

- manage the lifecycle of the municipality's enterprise ICT assets, including core municipal hardware infrastructure assets, enterprise platforms and ICT assets
- maintain a central ICT services and products register for ICT use across the municipality and reporting purposes
- provide technology product lifecycle information relevant to the management of enterprise ICT assets
- develop and maintain ICT asset related standards, procedures and other supporting documents
- provide advice and/or assistance to ICT asset owners within schools, regional and central offices on the management of the lifecycle stages for local ICT assets.
- provide support and advice to ICT asset owners within the municipality on the financial implications of ICT assets.

Process

ICT assets are managed using a lifecycle approach across five stages: plan, purchase, implement, utilise and enhance or retire.



ICT asset management lifecycle

Stage 1: Plan

- manage compliance
- plan and maintain whole of municipality ICT funding requests
- develop and maintain support tools to be used during this planning stage (for example risk assessment tools and associated data, decision support tools to assist in the identification of short and long-term requirements and suitable solutions) and provide business case guidelines

- provide input to the development of consistent methodology for ICT asset management, in accordance with municipal and Queensland Government's approach to ICT asset management
- provide relevant financial advisory services to assist ICT asset owners to manage their local ICT assets.

Stage 2: Purchase

During this stage, purchasing activities commence in accordance with the municipality's Purchasing and procurement procedure in order to acquire and implement the chosen ICT asset (including software). This includes development of a purchase requisition and the raising of a purchase order/s before progressing to the implementation stage.

To enable purchasing decisions ICT will:

- provide technology assistance, advisory services and access to information and decision support tools to assist ICT asset owners to simplify the procurement of ICT assets
- maintain the required contract and vendor management functions to support high quality external service delivery for central and regional offices.

Stage 3: Implement

During the implement stage, local ICT asset owners need to consider a range of factors to ensure a smooth transition of the local ICT asset into a work environment, in order to achieve the intended benefits once purchasing requirements have been successfully completed.

To support implementation, ICT will:

- ensure all implementation activities comply with municipal project management processes
- ensure new local ICT assets are registered and/or updated
- ensure software is managed in accordance with the municipality's Use of ICT systems procedure to ensure any security or privacy risks are addressed
- develop and implement a change management process with activities, such as training, process enhancement and stakeholder consultation

If there are any superseded or expired ICT assets (including software, software licences etc.), proceed to the enhance or retire stage.

IT Customer Managers must provide ICT asset owners in schools and regional offices leadership advice and/or assistance. This support includes assisting in the development of processes or guidelines that are in line with the municipality standards, procedures and supporting documents.

ICT Program or Project Managers must:

- select an implementation model that suits local requirements for the ICT asset
- perform pre-requisite activities, testing and implementation of the chosen product, go-live, and change management activities

- transfer ownership of new ICT assets (including software, software licences etc.) to the new ICT asset owners, if ownership is not to be retained within ICT (including provision of maintenance requirements)
- dispose of previous ICT assets (including software, software licences etc.) within the scope of the project in accordance with the enhance or retire stage.

Stage 4: Utilise

During the utilise stage, ICT assets are managed and maintained for the duration of their useful life.

To assist in the ongoing management of ICT assets, ICT will:

- manage all incidents and problems for the municipality's enterprise ICT assets and services
- meet the required municipality reporting requirements for projects that meet certain

Stage 5: Enhance or retire

During the enhance or retire stage, ICT assets are enhanced or retired, written-off and replaced. Software upgrades and support are provided through a maintenance agreement or a subscription licence that needs to be reviewed and renewed yearly as part of the plan, purchase and implement stages of the lifecycle.

The enhancement of an existing ICT asset directly links into the purchase and implement stages of the lifecycle. An existing ICT asset may be enhanced as requirements and/or local capacity evolve over time. The enhancement process includes but is not limited to:

- obtaining additional capacity for the existing ICT asset
- delivering new functionality to the existing ICT asset
- integrating new services into the existing ICT asset
- upgrading software according to a maintenance agreement or subscription licence.

To assist in the enhance or retire phase, ICT will:

- triage requests for enhancement of existing ICT assets and assist ICT asset owners to define requirements and scope enhancement requests
- dispose of ICT managed ICT assets subject to retirement
- provide advice on the correct disposal of information within the ICT asset and the ICT asset itself

Definitions

Term	Definition
Capital asset	Any assets that have the capability of yielding a service benefit to the municipality for more than a year and have a purchase price
Disposal	Disposal is the removal of an ICT asset from use including destroying, decommissioning, retiring, transferring or writing-off.
Enterprise ICT assets	Key ICT assets that are centrally owned, managed and funded by Information and Technologies Branch (ICT) and are used to deliver services to schools, regional or central offices.
ICT asset	ICT hardware, software, systems and services including voice, video and unified communication such as telephony.
ICT asset lifecycle	An approach to managing ICT assets for the duration of the asset's life. Stages of the lifecycle include plan, purchase, implement, utilise and enhance or retire.
ICT asset owner	Owner of ICT assets in schools, regional and central offices who have the authority and are accountable for managing the lifecycle of their ICT asset (such as plan, purchase, implement, utilise and enhance or retire).
ICT investment plan	A plan that documents future selection, funding, implementation, support and ongoing development of ICT assets to ensure the longevity of the investment.
ICT investment	The investment the municipality has allocated to implement, via formal projects and programs, changes in order to achieve

portfolio	its strategic objectives.
ICT Program or Project Manager	Person responsible for management and administration of information and communication technology programs or projects. They are responsible for planning, executing and ultimately achieving the objectives of the program or project.
ICT managed ICT assets	ICT assets that are owned and funded by schools, regional or central offices that enables Information and Technologies Branch to provide on demand services that are in addition to the municipality's enterprise needs.
IT Customer Manager	IT Customer Managers are part of Customer Engagement within Information and Technologies Branch (ICT). Their responsibilities include communicating and directing policies, plans and services within schools, supporting schools with strategic planning, gathering requirements for future services and products within schools, capturing feedback and managing expectations of the schools.
Local ICT assets	Local ICT assets are either funded and owned by schools, regional or central offices or considered to be owned by schools, regional or central offices once they have been delivered or transferred following the completion of an ICT project or program.
Portable and attractive assets	Assets that have a value of $500 or more but less than the capitalisation threshold ($5,000). It may be susceptible to theft or loss due to its portable nature and attractiveness for personal use or resale. Examples include computers and mobile phones.
Software asset register	A repository that assists local ICT asset owners to track and manage their software licences throughout the stages of the ICT asset lifecycle.

Write-off	Write-off is concerned with recording and approving the loss of an asset because it is missing, has been stolen, is being replaced under warranty or is beyond economic repair.

Disposal Procedure

Document Control

Document Information:

Document Author	
Document Owner	
Issue Date	

Document History:

Version	Issue Date	Changes

Document Approvals:

Role	Name	Municipality	Signature	Date

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1. Introduction

Uncontrolled changes to the Information Technology environment have a ripple effect that leads to unstable environments. The Change Control Procedure will assist the Amajuba District Municipality in managing changes efficiently through effective scheduling and negotiation. The purpose of this document is to detail the correct change management procedure that is to be followed for system and application changes.

2. Purpose

This document defines the procedures for effective management of changes as required by the IT Security Policy. The purpose of this procedure is to manage all changes in the Amajuba District Municipality information technology environment.

3. Change Approval Procedure

1. Change Request Logging

a. The user requesting the change will complete a Change Request Form and complete all relevant areas of the form. Forms considered to be incomplete will be rejected. Details to be documented include:
   - Change requester details;
   - Date;
   - Nature and Priority of Change;
   - Detailed information of what is to be accomplished:
     i. Change type; and
     ii. Change classification.
   - Detailed information regarding how the change will be accomplished:
     i. Object(s) to be changed including install instructions or procedures; and
     ii. Proposed scheduling data including start / stop dates and times.
   - Business reasons for the change.
   - Impact of the change
   - Back out plan; and
   - Possible training requirements.

b. The Change Request Form is then submitted to the manager or supervisor for review .

c. The merits and feasibility of the request is considered by the manager or supervisor prior to approval.

d. If the change is rejected, the initiator of the change is then notified.

e. If the change is approved then the Change Request Form is submitted to the IT Service Desk.

f. The request logged with the IT Service Desk to record on the IT helpdesk system and assigned a unique reference number which will be conveyed to the requestor.

g. The Executive Manager Corporate Services, together with the IT Manager, will review and revise the requested change and consider the nature and impact of the change to determine whether it is a Major, Medium or Minor change.

Major Change:

Major impact, high visibility; includes application e.g. disaster recovery, and upgrades (of application, database, operating system and hardware combined).

Medium Change:

Medium impact, medium visibility; includes upgrade (of the application, database, operating system or hardware), system restores, and application changes.

Minor Change:

Minor impact, minor visibility; includes application changes e.g. migration requests, and EDI requests.

h. The Change Request Form will then be escalated to the next level for final approval based on the determined level of impact.

Major Change: Changes to be approved by the Council, Municipal Manager and/or CFO

Medium Change: Changes to be approved by the Executive Manager Corporate Services.

Minor Change: Changes to be approved by the IT Manager.

i. If the change is rejected, the requester of the change is then notified.

j. If the request is approved a backout plan is then documented in detail on the Change Request Form by the IT Technician.

k. Once the backout plan is documented the IT Technician or Vendor, as applicable, then begins the development of the change.

4. Testing of Changes

a. A test plan will be developed by the IT Manager, in some instances together with the change requestor, for the specified change.

b. The change is made to the test system (where possible) for testing by the change requestor.

c. The IT Technician is responsible for testing of the change and is required to nominate relevant people to perform testing, based on the impact assessment that was performed by the IT Technician.

d. The change is tested in line with the test plans and the test result is fully documented. The testing must be performed with the assistance of the requestor requesting the change or an employee with a similar role.

e. The back out plan is tested and the results thereof fully documented.

f. Sign off for the change will be obtained from the representative of all users significantly affected by the change. If this is not obtained then the change will also not be approved.

g. The change request, with all relevant testing documentation signed off is then forwarded to the IT Manager to request for transport of the change to the live environment.

5. Go-Live Plan

a. The change is submitted to the Executive Manager Corporate Services/Municipal Manager/CFO (depending on nature of the change) for final approval.

b. All relevant parties are informed by the IT Technician of the change about to be introduced into the live environment.

c. The change is then transported into the live environment.

d. The change is implemented on the time and date specified in the change request and notification.

e. The change is reviewed by the IT Technician and requestor to determine whether the change has achieved the desired results.

6. Roll-Back Plan

a. If the change was unsuccessful due to not achieving the desired results, then the change will be rolled back by the change implementer in order for the environment to be in the same state it was prior to the change.

b. The IT Technician logs an incident for the rolled back change. This is done in line with the Incident Management Procedure.

c. The IT Technician will inform all relevant persons affected by the change that the change was rolled back.

7. Closure of the Change Request

The change request will be closed on the IT helpdesk systems after the successful completion of the change.

8. Emergency Change Request

a. Emergency changes are defined as changes that are crucial to one or more business processes and can have a severe negative impact on the business if not addressed timely.
b. The user requesting the emergency change must obtain approval from at least the IT Technician and IT Manager.
c. The change request must contain all the necessary information.
d. Once the proposal is approved, the change will be developed by the IT Technician.
e. The change will then be tested by the user on the test system and once approved by the user will be sent to the IT Technician for transport to the live environment.
f. The IT Technician will test the change and approve the roll-back plan for the change.
g. The IT Technician will then transport the change to the live environment.
h. The change is reviewed by the user and IT Technician to determine whether the change has achieved the desired results.
i. If the change was unsuccessful due to not achieving the desired results, then refer to the section titled *Roll-Back Plan*.
j. Emergency changes shall be logged on the IT helpdesk systems after the event.
k. The relevant approval parties, as for normal change requests, will then review all documentation for the change and provide full approval for the emergency change that has been transported to the live environment.

9. Management Review of Change Management Compliance

On a monthly basis, the Municipal Manager/Executive Manager Corporate Services/IT Manager (depending on the level of approval) reviews all changes for that month to ensure compliance with the change management procedure. Evidence of this review is maintained by completing the “Change management Monthly Compliance Checklist” document and filing this.