



# Information Management & Technology (IM&T) Asset Management Procedure

## 1. Guiding Principles

Effective: 10 August 2021

This procedure has been developed to ensure appropriate management of WA Country Health Service (WACHS) Information Management & Technology (IM&T) devices, in compliance with:

- WA Health [Financial Management Manual](#) asset management principles ([s730, s780](#)).
- WA Health [MP 0067/17 Information Security Policy](#) data storage, transfer and disposal principles (s3.2.4).

The management of IM&T devices within an established lifecycle is pivotal to ensuring the ongoing performance of WACHS' services and functions in accordance with customer and community expectations, such as;

- All IM&T devices are identified and documented throughout their IM&T device lifecycle.
- All IM&T devices are maintained and renewed according to defined asset specifications and expected life.
- All IM&T devices are risk managed throughout their lifecycle.
- IM&T device owners are identified and are aware of their responsibilities.
- Replacement of IM&T devices are planned well in advance.
- Roles and responsibilities are clearly defined within the asset management lifecycle.

Lifecycle stages for IM&T devices (i.e., procure, implement, use and enhance, decommission, dispose) align with relevant Western Australian Government and Health departmental policies, procedure and standards to ensure maximum compatibility with existing systems and provision of proper support.

The five stages of WACHS's IM&T device management lifecycle are:

- Plan – future planning for replacement or enhancement of IM&T devices (i.e. budgeting, risk management, requirement definition and solution options).
- Procurement – funding and procurement of the required solution from established arrangements in accordance with departmental procurement policies, procedures and practices.
- Deployment/implement – register, install and commission new IM&T devices and solutions including training, change and release management activities
- Utilise – utilisation and on-going management and maintenance of IM&T devices throughout their useful life.
- Enhance/dispose – enhancement of IM&T devices during their useful life or decommissioning and disposal of the assets that have reached the end of their useful life or which no longer meet operational/business requirements.

It is designed to minimise the financial and information security risks associated with loss, theft or misappropriation of WACHS IM&T devices.

## 2. Procedure

IM&T devices are defined as information and communications management hardware and peripherals, including:

- Storage Media ([MP 0067/17 Information Security Policy s3.2.4](#))
  - Capacity to store, capture or transport original data.
- Portable and Attractive Items ([Financial Management Manual s780](#))
  - An asset with minor value between \$500 and \$4999
  - Portable and generally able to be used in a home, home-office or workshop environment, and;
  - Easily converted to cash.
- Fixed Assets ([Financial Management Manual s730](#))
  - A value of more than \$5,000 and/or
  - An economic life of more than two (2) years

IM&T devices, dependent on the above criteria, may include but are not limited to USB storage, external hard drives, memory cards, wireless access points, mobile phones, smart phones, computers, notebooks, tablets, personal digital assistants, media players, cameras, and display screens.

This procedure does not apply to information and communications equipment that does not meet the above criteria, typically items such as extension cords, mice, keyboards, desk phones, computer monitors, remote controls (TV or similar).

### 2.1 Device Request

To purchase an IM&T device, an [HFN-070](#) (IT Related Hardware / Software / Services) or [HFN-080](#) (Request for Telecommunications Equipment) form is to be completed via a [Service Request](#) form.

The WACHS ICT Helpdesk is responsible for ensuring the form is completed appropriately before escalating for purchase.

IM&T devices are to be provisioned to ensure effective asset management, in line with the WACHS IM&T Request Procedure, WA Health Procurement and Contract Management Policy, and WA Health Financial Management Manual.

### 2.2 Device Record

All IM&T devices are to have an asset tag allocated and a corresponding Information Technology Service Manager (ITSM) Configuration Management Database (CMDB) record. ITSM CMDB records are to be entered in compliance with the [HSS Configuration Management Database Standard PROC024](#).

The receiving ICT Field Support Officer is to create a Configuration Item (CI) record in the ITSM CMDB when the IM&T device is received by WACHS. This is to be done using the standard HSS Service Management template linked to the associated

## WACHS Information Management & Technology (IM&T) Asset Management Procedure

Service Call Reference Number, but also to include the following details, where available:

Computer* including peripherals and network equipment Laptop, Tablet, Portable Device*	Other IM&T Devices/Attractive Items incl. Infrastructure and Software
<ul style="list-style-type: none"> <li>• Display Name (include location or Dept)</li> <li>• Status</li> <li>• Manufacturer</li> <li>• Model</li> <li>• Asset Number (eTag ID)</li> <li>• Serial number</li> <li>• Supplier/vendor</li> <li>• Purchase Order Number</li> <li>• Purchase date</li> <li>• Warranty expiry date</li> <li>• Purchase price</li> <li>• Contact name = HE#</li> <li>• Owner</li> <li>• Location (depending on size of site Building and/or Room)</li> <li>• Parent Asset Number (for peripherals)</li> </ul>	<ul style="list-style-type: none"> <li>• Display Name (include room location or Dept)</li> <li>• Status</li> <li>• Manufacturer</li> <li>• Model</li> <li>• Serial number</li> <li>• Supplier/vendor</li> <li>• Purchase Order Number</li> <li>• Purchase date</li> <li>• Warranty expiry date</li> <li>• Purchase price</li> <li>• Contact name = HE#</li> <li>• Owner</li> <li>• Location</li> </ul>

Devices cannot be deployed until the CMDB is updated by the ICT staff. Where a bulk purchase has occurred, the vendor is to supply a comprehensive list as per \*above, to be entered by the region, prior to deployment, etc.

### 2.2.1 Ownership

The device owner is to be defined in the “Owner” field as WA Country Health Service followed by the name of the region. A device owned by the Albany Health Campus, for example, would be entered as “WACHS/Great Southern”.

Generally, ownership of infrastructure items can be broken down to the following categories with appropriate ownership applied.

Infrastructure Item	Suggested Ownership
On premise IM&T servers and associated storage systems	<b>WACHS/[Region]</b>
Network equipment (owned by region)	<b>WACHS/[Region]</b>
	Config Admin Group - <b>WACHS - Network</b>
	Support Groups - *Region* ICT Technical Infrastructure Support Groups - WACHS Network
Facilities Team Systems (where	<b>WACHS/[Region] (Regional Infrastructure Manager or Operations Manager or region may be listed as</b>

part or all of system has CI (eg server)	<b>contacts if desired).</b>
UPS System	<b>WACHS/[Region]</b>
Virtual Servers	<b>WACHS/[Region] (for the purpose of incident or change management all virtual servers should be listed within the CMDB).</b>
Routers/switches owned by third party or leased from third party (ie NEC/Telstra)	<b>WACHS/[Region] (with description listed as who is the lessor or owner of the device).</b>

### 2.3 Device Deployment

Once the appropriate request and record have been created, a device may be physically deployed.

When a device is physically deployed, regional ICT are to ensure the ITSM CMDB is updated to reflect:

- the designated custodian's phone number in the Contact Name
- the device's installed site in the Location details
- 'In Use' in the Status.

Prior to receiving an IM&T device matching the criteria for a Portable and Attracted Item, the designated custodian is to sign the "Receipt of Attractive Item" form which is to be attached to the related CI in ITSM CMDB; see [example](#).

At the conclusion of a contract with WACHS, a [T2 - Termination Checklist](#) must be completed and all end user computing devices returned to the local ICT department, as per the [WACHS Cessation of Employment Policy](#).

### 2.4 Device Disposal

To dispose of an IM&T device, the designated custodian or their line manager is to complete a [Service Request](#) form. Where several disposals are done as part of a larger batch of items marked for disposal, a register is to be attached to the request form.

All disposals are to be carried out by WACHS ICT staff in accordance with [MP 0067/17 Information Security Policy](#) s3.2.4 and relevant finance policies for disposal of assets/publicly owned items including reason for disposal.

### 2.5 Device Loss, Damage or Theft

Portable devices are to be in an approved Mobile Device Management (MDM) solution to allow attempt at recovery or the ability to remotely wipe / lock.

Any loss, damage or theft of IM&T devices is to be reported immediately to the line manager of the relevant work area and to WACHS ICT Helpdesk. Helpdesk staff are to raise an Incident in the ITSM toolset explaining the circumstances around the loss,

damage or theft of the device. Other additional data such as relevant and related emails is to be attached to the Incident.

For items that have been stolen, a WA Police (WAPOL) report is to be obtained by the line manager/custodian of the device and the report provided to WACHS Helpdesk for inclusion in the Incident. The WAPOL report is to be added to the “Attachments” field.

Any devices that are missing or stolen are to have the status updated to “Missing” or “Stolen”, as applicable, and the date of the theft is to be added to the mandatory “Missing or Stolen Date” field. The “Description” field is to be used to identify any relevant HPRM file location(s) and/or the relevant service case(s). The WAPOL report ID is also to be added to this area for any stolen items.

## **2.6 Configuration Item (CI) Audit**

Audits for IM&T devices are to be undertaken in the same audit cycle as WACHS Fixed Assets. A nominated field support officer from ICT is to undertake this process in line with the schedule (below).

The audit may not be of a physical nature, for example, a check to see if the device is operating on the correct physical network is enough to meet stocktake requirements. However, an endeavour to find and update the location of the device is to be attempted. All possible avenues are to be explored before reporting an item as missing.

Audit results are to be reported to the relevant line manager for the devices, to the regional Director Business Services, and central finance for assets.

Changes to the physical location of CIs noted as part of the auditing process are to be updated at the end of the audit. It is recommended that the EDRMS CMDB locations are also matched the Active Directory location, but this is optional.

Updating of the CMDB database can be undertaken following CI Audit.

Items that cannot be located are to follow processes at [Section 2.5](#).

<b>Type</b>	<b>Schedule</b>	<b>Responsible Officer</b>
CI Audit	12 months for each region.	Regions: Regional ICT Manager Central Office: WACHS ICT Operations Manager
CI Audit Reporting	12 months for each region.	Regional ICT Manager

### 3. Definitions

<b>Configuration Item (CI)</b>	Master data record for an IM&T device in the ITSM CMDB.
<b>Disposal</b>	The act of relinquishing the ownership or control of an asset from WACHS.
<b>Fixed Assets</b>	<a href="#">Fixed Assets as per the Financial Management Manual s730</a> : <ul style="list-style-type: none"> <li>• a value of more than \$5,000 and/or</li> <li>• an economic life of more than two (2) years</li> </ul>
<b>IM&amp;T Devices</b>	All devices meeting the criteria for a Fixed Asset, Portable & Attractive Item, or Storage Media.
<b>ITSM CMDB</b>	Configuration Item (CI) Database within the ITSM toolset.
<b>ITSM toolset</b>	Software used for the management of service requests and registering of IM&T assets.
<b>MDM</b>	Mobile Device Management
<b>Portable and attractive item</b>	<a href="#">Portable and Attractive Items as per the Financial Management Manual s780</a> : <ul style="list-style-type: none"> <li>• an asset with minor value between \$500 and \$4999</li> <li>• portable and generally able to be used in a home, home-office or workshop environment, and;</li> <li>• easily converted to cash</li> </ul>
<b>Storage Media</b>	Storage Media as per the <a href="#">MP 0067/17 Information Security Policy s3.2.4</a> : <ul style="list-style-type: none"> <li>• capacity to store, capture or transport original data</li> </ul>
<b>WAPOL</b>	Western Australian Police Force

### 4. Roles and Responsibilities

**Area Manager ICT Operations** is responsible for:

- Enabling regional ICT Managers to meet their responsibilities under this procedure.
- Ensuring compliance with this procedure by reviewing 6-monthly ITSM CMDB reports of devices lost or stolen and noting or actioning, as required.

**WACHS Helpdesk Manager** is responsible for:

- Producing a 6-monthly report from ITSM CMDB identifying all devices lost or stolen.

**WACHS ICT Helpdesk** is responsible for:

- Verifying HFN forms are completed correctly.
- Updating ITSM CMDB records as required.

**Director Business Services (regional)** is responsible for:

- Reviewing stocktake reports and noting or actioning, as required.

**Regional ICT Managers** are responsible for:

- Ensuring regional ICT processes are in place to support all steps in the lifecycle of an asset within the ITSM CMDB.
- Managing vendor arrangements to enable ITSM CMDB updates.
- Ensuring updates to devices to reflect changes to owners / custodians.
- Ensuring tracking of items is undertaken as devices are moved / relocated.
- Notifying WACHS regional staff that the WACHS ICT Helpdesk can assist in updating device details.
- Ensuring all possible avenues are explored before listing an item as “Missing” in the ITSM CMDB.
- Ensuring stocktakes are scheduled as per [Section 2.6](#).
- Ensuring stocktake results are reported to the relevant business area manager and regional Director Business Services.

**Regional ICT Field Support Officers** are responsible for:

- Ensuring an ITSM CMDB record is / has been created and maintained for each device.
- Carrying out scheduled stocktakes.

**WACHS Line Managers** are responsible for:

- Ensuring WACHS staff are aware of their obligations under this procedure.
- Enabling WACHS staff to carry out their obligations under this procedure.
- Ensuring WACHS ICT Helpdesk are notified of any change of ownership / custodianship or location of a device.
- Ensuring all possible avenues are explored before reporting an item missing.
- Supporting ICT Field Support Officers to complete scheduled stocktakes in their business area.

**All Staff** are responsible for:

- Completing the appropriate HFN form to request IM&T devices.
- Reporting loss, theft or damage to IM&T devices as soon as possible.
- Ensuring all possible avenues are explored before reporting an item missing.
- Reporting changes in device location or custodian to WACHS ICT Helpdesk.
- Working within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

## 5. Compliance

This procedure is a mandatory requirement under the WA Health [Information and Communications Technology Policy Framework](#) pursuant to section 26(2)(k) of the [Health Services Act 2016](#).

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

## 6. Records Management

All WACHS corporate records are to be stored in the approved Electronic Documents and Records Management System (EDRMS).

Stocktake information is to be added to the relevant regional ICT area within EDRMS.

Stocktake information within EDRMS is to include:

- any recording mechanism (i.e. spreadsheet, database, etc.)
- any communication to the business for the relevant region
- any communication relating to follow up of missing items
- any communication notifying the outcome of a stocktake
- reports to managers and business managers and
- any relevant replies regarding reports to managers and business managers.

[Records Management Policy](#)

## 7. Evaluation

Monitoring of compliance with this document is to be carried out by WACHS Manager ICT Operations, every 6 months, using the following means or tools:

- WACHS Helpdesk Manager is to run a report from the ITSM CMDB identifying all assets that have been lost or stolen.
- WACHS Regional ICT Managers are to be notified of any anomalies or issues in their region.

## 8. Standards

[National Safety and Quality Health Service Standards – 1.5](#)

## 9. Legislation

[Health Services Act 2016](#)



## 10. References

[HSS Configuration Management Database Standard PROC024](#)  
[IT Service Management Portal - CI Management](#)  
[T2 - Termination Checklist](#)  
[WACHS IM&T Request Procedure](#)  
[WA Health Financial Management Manual \(s780\) – Portable and Attractive Items](#)  
[WA Health Financial Management Manual \(s730\) – Fixed and Intangible Assets](#)  
[WACHS Cessation of Employment Policy](#)

## 11. Related Forms

[T2 - Termination Checklist](#)

## 12. Related Policy Documents

[WACHS Cessation of Employment Policy](#)  
[WACHS IM&T Request Procedure](#)  
[WACHS Records Management Policy](#)

## 13. Related WA Health System Policies

[MP 0067/17 Information Security Policy](#)  
[MP 0001/16 Information and Communications Technology \(ICT\) Governance Policy](#)  
[MP 0003/16 Procurement and Contract Management Policy](#)  
[WA Health Financial Management Manual](#)

## 14. Policy Framework

[Information and Communications Technology Policy Framework](#)  
[Infrastructure \(Asset Management\) Policy Framework](#)  
[Financial Management Policy Framework](#)

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<b>Version:</b>	1.00	<b>Date Published:</b>	10 August 2021

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