University Policy: IT Asset Management Policy

Policy Category: Information Technology Policies

Subject: Managing the Lifecycle of University-Owned IT Assets

Responsible Executive: Vice President & Chief Information Officer

Office Responsible for Review of this Policy: Office of Information Technology

Supplemental Documents: Standard Workstation Information, IT Asset Request Guide, Managing IT Assets in ServiceNow

Related University Policies: Information Technology Security Policies, Computer Use and Copyright

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I. SCOPE

This policy governs the management and lifecycle of information technology assets ("IT Assets") owned by American University ("University"), excluding the Washington College of Law ("WCL") and WAMU, with a unit cost or gift value equal to or greater than $500. Every school, department, or unit must adhere to the guidelines stated in this policy to acquire, record, manage, and dispose of University IT Assets.

While the University may assign an IT Asset to a faculty, staff member or public area for academic or administrative use, the IT Asset remains the property of the University throughout its lifecycle, from initial acquisition and provisioning to the end of its useful life.

II. POLICY STATEMENT

A. The University has established policies and procedures that detail the standards for lifecycle management of University IT Assets. Responsibility for proper care of the IT Assets is shared between the faculty or staff member to which it has been assigned, the department, the University technical support partners, and the Office of Information Technology ("OIT").

B. The main goals of the IT Asset Management Policy are to: 1) serve as effective stewards of the University's IT equipment by tracking and managing the IT Assets; 2) maintain an accurate IT Asset inventory to optimize usage and workplace productivity; 3) standardize supported models and configurations to offer efficiency gains through simplified technical

support and maintenance requirements; and 4) reduce waste and ensure that IT Assets are encrypted and properly wiped of University data prior to reallocation and disposal.

III. DEFINITIONS

IT Asset: Any financially valuable component (a unit cost or gift value equal to or greater than $500) that contributes to the delivery of an IT product or service.

NextGen Lifecycle Replacement Fund: University-provided central funding used to replace a single workstation for all full-time faculty and staff every four years. No charges are incurred by the department for the lifecycle replacement, if it is a standard workstation configuration that serves as a primary workstation.

Non-Standard IT Asset: A special component or device or equipment that is neither purchased nor supported by OIT.

Peripherals: Computer components such as monitors, personal printers, flash drives, external drives, keyboards, or mice that are not individually tracked.

Primary Workstation: A workstation assigned and used by a specific University faculty or staff member as their main computer, and not shared with others.

Standard IT Assets: Assets that are subject to inventory tagging and management: desktop and laptop workstations, digital signage players, tablets, multifunction devices (print/copy/scan), network printers, and servers.

Username: A name that uniquely identifies an individual on the University computer system.

Workstation: A desktop or laptop computer and the associated peripherals issued to faculty and staff members to perform certain job functions at the University.

IV. POLICY

A. Standard IT Assets

OIT offers new, used and lifecycle replacement (NextGen) computers and accompanying peripherals to certain full-time faculty and staff members to perform their jobs at the University, based on the NextGen Lifecycle Replacement Fund guidelines.

1. Primary workstations are included in the NextGen Lifecycle Replacement Fund.
2. Multiple workstations are not included in the NextGen Lifecycle Replacement Fund because they are not permitted for the same individual, without proper justification and approval by the department head and/or budget manager. When approved, other funding sources must be used to obtain and procure additional workstations.

OIT implements standard workstation configurations to provide the best possible support for its customers, while also being fiscally responsible. Standard IT Asset purchases and NextGen Lifecycle Replacement Fund requests should be submitted to OIT via the Computer Request page on the Help & Services Portal.

B. Non-Standard IT Assets

Purchase requests for non-standard IT Assets should be directed to the Procurement & Contracts Department via email at pcd@american.edu. It is important to note that non-standard IT Assets or those funded by grant, start-up, or departmental funds without coordination from OIT will not be eligible for NextGen Lifecycle Replacement Fund and will be subject to the following support limitations:

1. Hardware repairs will not be performed for non-standard IT Assets, as staff are certified and trained to only repair and configure Dell and Apple models.
2. Non-standard IT Assets may not be compatible with the University IT Asset infrastructure, so it is always best to consult with OIT prior to making a non-standard IT Asset purchase.

C. Used IT Assets

The University promotes sustainability and reduces costs by reusing IT Assets, when appropriate. Used IT Assets will not be replaced with new IT Assets. Used IT Assets may be requested in the following situations:

1. Shared-use workstation for presentations or basic office applications.
2. Workstations for part-time staff.
3. Temporary loaner workstations.

D. Lifecycle Replacement Eligibility

Eligible desktop and laptop workstations will be replaced through the centralized NextGen Lifecycle Replacement Fund for full-time faculty and staff members, provided that the following criteria are met:

1. The current date must be on or after the workstation's replacement eligibility date.
2. The workstation must be currently listed in the IT Asset inventory and assigned as the primary workstation for a full-time University faculty or staff member.
3. The new workstation must conform to a like-kind standard configuration (for example, an old Dell desktop may be replaced with a new Dell desktop, or an old Apple laptop may be replaced with a new Apple laptop, etc.). Customized workstation replacement requests or changes from one type of workstation to another type require justification and budget approval because the department will be charged for the difference in cost.

E. Lifecycle Replacement Ineligibility

Certain desktop and laptop workstations are not eligible for replacement through the centralized NextGen Lifecycle Replacement Fund:

1. Desktop and laptop workstations purchased by WCL and WAMU;
2. Non-standard IT Assets purchased through the Procurement & Contracts Department, without coordination from OIT;
3. All research workstations purchased solely with grant or start-up funds;
4. Workstations issued as used or loaner equipment;
5. Secondary workstations that are kept after receiving a replacement (as justified and approved by the department);

Workstation Replacement Scenario	Who Pays	Eligible for Lifecycle Replacement Every 4 Years
An eligible lifecycle replacement for a primary-use, standard workstation assigned to a full-time faculty or staff member	Centralized NextGen Lifecycle Replacement Fund	Yes
Newly created full-time staff and faculty positions will be issued a single workstation	Departmental funds received when position approved	Yes
New departmental, University-approved computer labs	Departmental funds	Yes
New standard workstations acquired for faculty research purposes	Start-up or grant funds	No
Non-standard IT Assets	Start-up, grant, or departmental funds	No
IT Assets acquired without coordination from OIT	Start-up, grant, or departmental funds	No

Charges will be incurred by the department associated with NextGen Lifecycle Replacement Fund in the following circumstances:

a. Upgrades to standard configurations, such as additional memory or a larger hard drive.
b. The difference in cost when switching from a desktop workstation to a laptop with docking station.

F. Asset Transfer & Offboarding

On or before their last day of employment, departing faculty and staff members must return all University-owned IT assets to HR or its designee. HR or its designee is responsible for ensuring that

all University-owned IT assets are collected from the departing faculty or staff member and returned to OIT for reallocation. (See the HR separation checklist for guidance.)

If University-owned IT assets are not returned prior to the last day of employment of the faculty or staff member, the faculty or staff member must either physically return or ship the IT Asset back to the department as soon as possible. Failure to return an IT Asset shall be deemed a conversion of University property. The University may charge the faculty or staff member for the replacement cost of the IT Asset. The University may also commence legal proceedings against the faculty or staff member to recover the property. When faculty or staff members transfer between University departments, all IT Assets must remain with the original department.

G. Workstation Configuration

All standard and non-standard workstations must be configured to comply with the Information Technology Security Policies. Workstation configurations may be performed either by OIT or the departmental technology support partner.

H. Asset Tracking

The University's IT Assets are managed and tracked within a centralized inventory database, employing the following principles:

1. All IT Assets must have a University IT Asset number assigned and mapped to the device's serial number.
2. Prior to deployment, OIT staff shall enter the assigned IT Asset number into the IT Asset tracking database.
3. Each IT Asset record shall include purchase and device information including:

    i. Year of purchase
    ii. Make, model, and description
    iii. Asset Class
    iv. Serial number
    v. IT Asset number
    vi. Warranty information
    vii. Replacement eligibility
    viii. Physical Location
    ix. Department
    x. Assigned to
    xi. Purpose
    xii. Date assigned

4. All IT Assets maintained in the IT Asset tracking database inventory shall be located in the central OIT stockroom or in the custody of the assigned faculty or staff member.
5. The assigned faculty or staff member must immediately notify University Police of any lost or stolen University IT Assets.

6.   All University faculty and staff members may review their assigned IT Assets by accessing the My Assets page via the Help and Services Portal to ensure that all assigned IT Assets are in their possession.

7.   Inventory corrections, such as missing IT Assets, reassigned IT Assets, or changes to the IT Asset's purpose or usage, should be reported to the OIT Help Desk at helpdesk@american.edu.

I. Lost, Stolen or Damaged IT Assets

The University does not insure IT Assets for replacement if the IT Asset is lost, stolen, or damaged. If a University IT Asset is lost, stolen or damaged, it is critical that it be reported to the University Police as soon as possible. A replacement IT Asset will be assigned upon request; however, the assigned faculty or staff member's department will be charged for the full cost of the replacement.

J. Asset Return, Recycling, & Disposal

1.   Replaced or surplus IT Assets must be returned to OIT for reallocation or green recycling. In order to return an IT Asset, you must submit a Hardware Recycling Pick-up Request to arrange for a pick up. IT Assets due to be returned will appear in the **Assets Pending Return** section of the My Assets page via the Help and Services Portal.

2.   At the end of the useful life, all IT Assets and peripherals are recycled through the University's contracted disposal vendor.

3.   When disposing of any IT Asset, sensitive data must be removed prior to disposal. OIT shall determine the type of data destruction protocol that should be used for erasure. Minimally, data shall be removed using low level formatting. For media storing confidential or personally identifiable information (PII) that is not being repurposed, such media shall be physically destroyed prior to disposal. The University's contracted disposal vendor assumes all responsibility for properly erasing any information contained within hard drives that cannot be erased by OIT. Procedures governing data security are adhered to for the secure disposal of IT Assets and peripherals prior to recycling or disposal.

K. Donation / Buyback

The University does not allow University IT Assets to be purchased by faculty, staff, or students. Neither faculty nor staff members may donate any IT Assets to outside organizations because such donation could impact the University's tax status, affect software licensing restrictions, and potentially risk data privacy.

L. Enforcement

Any University faculty or staff member found in violation of this policy may be subject to disciplinary action, up to and including termination.

V. EFFECTIVE DATE AND REVISIONS

This policy is effective on March 1, 2021.

This policy was reviewed or revised on January 29, 2021.