

IT Asset Management Policy



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1 Purpose

United Energy and Multinet Gas (UE&MG) need to ensure that all IT assets and asset registers are maintained to ensure business and regulatory requirements are met in a prudent and efficient manner.

2 Executive summary

IT assets are to be managed through the asset lifecycle of planning, acquiring, operating and disposing. Assets are to be maintained to levels that meet business and regulatory requirements. Assets are to be disposed of when their Operational Life (refer to Appendix A) has expired in accordance with this policy.

3 Definitions

For purposes of this policy the following definitions shall apply:

IT Asset	IT Asset refers to both hardware and software that have an inherent value.
Mainstream Support / Standard Support	Support offered at time of purchase of the asset. Generally this support covers updates, fixes, security patches and critical patches for a defined period.
Extended Support	Extended support is generally available for 3 years after mainstream or standard support ends. It generally covers critical fixes and critical support issues. It does not cover all aspects of Mainstream Support and is generally provided at a premium cost.
Operational Life	The period during which an IT Asset is considered to be providing cost effective service, meeting business and regulatory requirements in a prudent and efficient manner. Determined based on criteria described in Appendix A.
Shared IT Assets	Shared assets are used by more than one business system such as networks, storage arrays and servers running multiple instances of operating systems and business applications.
Vendor Support	Mainstream or Extended Support offered by the asset vendor or a suitably qualified third party.
Category A Applications	Applications classified as Category A are applications that have been identified as being business critical systems.
Category B Applications	Applications classified as Category B are applications that are important to business operations but not critical.
Category C Applications	Applications classified as Category C are applications that are non-core business applications and have lower service requirements and hours of operation.

4 Scope

This policy applies to:

1. UE&MG staff and contractors who are involved in any aspect of IT Asset management including procurement, operation and disposal of the assets.
2. All Service Providers who are delegated the authority to purchase, maintain and / or dispose of IT Assets on behalf of UE&MG
3. All IT Assets including infrastructure (Hardware), software (including firmware) products, appliances, network gear and any other item of value used to deliver and / or support the delivery of IT services.

5 Policy Content

5.1 Planning

Lifecycle planning for IT Assets will be covered via one or more of the following processes:

- IT strategic planning (including planning for Electricity Distribution Pricing Reviews (EDPR) and Gas Access Arrangement Reviews (GAAR))
- Operational needs such as replacements or upgrades (e.g. incident or problem resolution / avoidance)
- To meet compliance and regulatory obligations
- Delivered via an authorised Project

Planning for an IT Asset will involve IT Architecture and alignment to UE&MG architecture standards

5.2 Acquisition

All IT Asset acquisitions will adhere to the Company's sourcing and procurement processes to ensure appropriate commercial and probity processes are applied. This will also ensure all acquisitions will be visible and monitored.

Support and maintenance (refer to Appendix A) will be acquired when the asset is acquired and will be appropriately maintained for the Operational Life of the asset.

The asset will be aligned to the UE&MG architecture standards current at the time of acquisition.

5.3 Operation

IT Assets will be deployed and operated for their intended purpose. Assets will be operated within manufacturers limits and will be configured to run optimally to meet business objectives.

Maintaining asset currency comes at a significant financial cost and therefore it is important to ensure a prudent and efficient approach to deliver value for money. The following statements have been made to ensure focus is on the most critical infrastructure so risks to business operations are kept to a minimum:

- Shared IT Assets must be maintained to a level of currency appropriate to the most critical business system sharing the asset.
- IT Assets supporting production business systems classified as Category A and B (refer to Appendix A) must:
 - Be maintained to a state that Mainstream Support is provided by the asset vendor
 - or
 - The GM of the responsible Business Unit accepts the risk of operating with reduced or no support.
- IT Assets supporting production business systems classified other than A or B must be individually assessed to determine the risk to UE&MG in the event that the asset is non-operational. If the risk is low then the useful life of the asset may be extended through the purchase of Extended Support or in some instances with no external support.
- Assets supporting non-production business systems must be assessed to determine the impact on the business function and risk to UE&MG in the event that the asset becomes non-operational. If the risk is low then the asset may remain in place with extended support or, in some instances no external support.
- UE&MG IT will only support IT Assets that no longer have any Mainstream or Extended Support on a “best endeavours” basis. IT Asset lifecycle planning must assess the business risk associated with the cessation of Vendor Support and plan for asset replacement or retirement accordingly.

IT Assets will be identified and registered in an asset registry. As assets are provisioned, managed and retired, the asset registry will be updated to reflect the status of the asset.

IT Assets will be maintained in a condition suitable for reliable operations. Manufacturer’s guidelines for maintenance and handling will be followed.

IT Assets must be configured and managed in compliance with the UE&MG Information Security Policy to minimise potential exposure to security threats.

5.4 Disposal

IT Assets are considered at the end of their useful life once the appropriate level of Vendor Support is no longer available and the resulting business risk is assessed as no higher than “Low” as per Appendix A.

Where an IT Asset is re-used or disposed of it must be checked and securely cleared of any information. Software licenses must be identified and reclaimed.

6 Related policies/standards/legislation

The following Policies, Guidelines and Manuals relate to the IT Asset Management Policy and can be read where they are specifically referred to within the Policy:

Reference	Document Name
	Software Currency Policy

7 Implementation and Compliance

This policy applies to all UE&MG staff and contractors responsible for enhancing, modifying, installing, managing or removing systems or software for or on behalf of United Energy and Multinet Gas.

8 Document history

Version	Date	Amended By	Description of Changes
1.0	05-Mar-2015	Andrew Bent	Initial Release
2.0	09-Sep-2016	Andrew Bent	Updated to reflect new company risk profile

Appendix A – Criteria used to determine an IT Asset's Operational Life

Every IT Asset is categorised (as category A, B or C) in accordance with its criticality to the business and the risk to the business if the asset were to become non-operational for a period of time. These categories are clearly defined in UEMG IT's contracts with its external service providers and recorded against the asset in the IT Asset Register.

Asset Category	Asset Type	Definition
A	Applications	Applications that are considered business critical (i.e. Business Risk is assessed as High or greater)
	Infrastructure	Supports Category A applications directly (e.g. server infrastructure) or is a supporting element of Infrastructure that is required to support the Category A Applications (e.g. Active Directory, Virtualisation Platform)
	Data and Voice Network	All Data and Voice Network infrastructure is classified as Category A as it supports Category A Applications.
B	Applications	Applications that are considered important, but not business critical to meeting Customer obligations (i.e. Business Risk is assessed as Medium)
	Infrastructure	Supports Category B Applications directly (e.g. server infrastructure) or is a supporting element of Infrastructure that is not critical to the delivery of services to Category A Applications (e.g. monitoring and management platforms).
	Data and Voice Network	N/A
C	Applications	Non-core Business Applications (i.e. Business risk is assessed as lower than Medium)
	Infrastructure	Supports Category C Applications directly (e.g. server infrastructure) or is a supporting element of Infrastructure that is not critical to the delivery of services to Category A or B Applications.
	Data and Voice Network	N/A

An IT Asset's Operational Life is assessed as part of Lifecycle Planning and determined, taking into account the following criteria:

- The category of the IT Asset
- The Asset Manufacturer's / Vendors recommendations, product Roadmap, planned upgrades and releases
- The availability, benefits and cost of Mainstream and Extended Support
- Industry and UE&MG IT experience
- Alignment to the UE&MG architecture standards

Guidelines for the impact of the above criteria on the Operational Life and Lifecycle of an Asset are provided in the table below:

Asset Category	Planning	Acquisition	Operation	Disposal
A	Cost, reliability and timeframes of Mainstream and Extended Support MUST be taken into account in determining Asset Operational Life	Mainstream Support MUST be available for a minimum of 3 years. The asset should have clear vendor Roadmap and Release schedule.	Mainstream Support MUST be available and maintained as long as the asset is in operation and the support is available.	Asset must be retired or planned for retirement to coincide with the cessation of Mainstream Support.
B	Cost, reliability and timeframes of Mainstream and Extended Support MUST be taken into account in determining Asset Operational Life	Mainstream Support MUST be available for a minimum of 3 years. The asset should have clear vendor Roadmap and Release schedule.	Mainstream Support MUST be available and maintained as long as the asset is in operation and the support is available.	Asset must be retired or planned for retirement to coincide with the cessation of Mainstream Support.
C	Cost, reliability and timeframes of Mainstream and Extended Support MUST be taken into account in determining Asset Operational Life	Mainstream Support MUST be available for a minimum of 3 years. The operational life of the asset can continue into Extended support periods if the assessed risk is acceptable	Vendor Support is preferred, but subject to cost. If no vendor support is provided, UE&MG IT Support will only be on a "best endeavours" basis	Asset may be retired or replaced when no longer required by the business