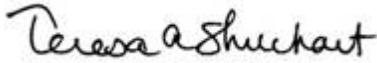


# COMMONWEALTH OF PENNSYLVANIA

## DEPARTMENT OF PUBLIC WELFARE

### **INFORMATION TECHNOLOGY POLICY**

Name Of Policy: <b>IT Asset Management</b>	Number: <b>POL-IOS001</b>
Domain: <b>Platform</b>	Category: <b>Systems Management</b>
Date Issued: <b>05/09/2001</b>	Issued By Direction Of:   Teresa Shuchart, CIO Bureau of Information Systems
Date Revised: <b>11/01/2010</b>	

**Abstract:**

The term Information Technology (IT) covers all aspects of managing the processing of information within an organization. This policy document addresses the devices that are used within DPW. These devices range from the more obvious devices such as Desktop Computers, Servers and Printers to networking devices such as Firewalls, Switches and Routers.

The Department of Public Welfare relies heavily on the use of Information Technology (IT) devices that allow users to provide accurate and timely information while maintaining very little down time. As a result of emerging IT technologies, the need for more powerful and faster devices that are constantly being produced, the Department is constantly leasing and purchasing new IT devices.

**General:**

The Commonwealth has purchased an IT Asset Management software application named Remedy and has made it available to all agencies for use. Once data related to IT equipment and software are entered into the database the data may then be accessed in multiple ways to obtain the desired results.

Currently all IT equipment and software purchased at various DPW locations through out the state are not funneled through one office which means it would be impossible to know what resources are available at a given site without a database such as this.

**Policy:**

All DPW leased or purchased IT related equipment and software (regardless of who purchases or who it's purchased from) must be entered into the Commonwealth Remedy IT Asset Management database in a timely manner. This also includes updating the database in the event IT Assets are moved from one location to another. As is the case with all databases the information contained within Remedy is only as good as the data it contains.

The DPW Helpdesk relies on the Remedy system in order to forward hardware related calls to Pomeroy's for service. When the DPW Helpdesk forwards a ticket to Remedy, they attach the information about the asset from Remedy to the ticket. If the asset is not in Remedy when it is called in for service, there will be a delay in service until that asset can be entered into Remedy.

### **Items to enter:**

Listed below are examples, not an all inclusive list of items that must be entered into the Remedy system:

Cluster Controller	Scanner Image/OCR/OMR/Bar Code
Switches	Terminal
Graphics Tablet	LAN switch/Router
Servers LAN/File/Print	Multiplexer
Handheld (PDA), not handheld PC's	Monitor (CRT's & LCD's)
PC Desktop/Tower/Laptop/Notebook/Portable	Digitizer
External Floppy/Hard/Optical/Tape Drives	Flash media drives/cards
Printers, Plotters Desktop/Floor Model/Daisy/Dot Matrix/Laser/Inkjet/Thermal/External Feeder	

### **Who enters information into Remedy:**

Individuals authorized access to the Remedy system and are responsible for maintaining office inventories for distributed system assets (hardware, software and support personnel. However, it is the responsibility of the user to ensure that your authorized Remedy user is aware of any new equipment or software that they receive.

### **Remedy Reference Material:**

The Commonwealth Office of Administration has quite a bit of information available regarding the [Commonwealth Remedy Asset Management system](#).

### **Exemptions from this Policy:**

Cellular telephones and wireless data devices (e.g., Blackberry devices) are not to be entered into the Remedy system at this time. Information regarding these devices is maintained by your program office point of contact for wireless devices.

PC/Server keyboards, mice and data cables are not to be entered into the Remedy system.

IT related consumables such as printer toner or drums and pens for plotters are not to be entered into the Remedy system.

### **Refresh Schedule:**

All policies and referenced documentation identified in this standard will be subject to review and possible revision annually or upon request by the DPW Information Technology Standards Team.

## Policy Revision Log:

<b>Change Date</b>	<b>Version</b>	<b>Change Description</b>	<b>Author and Organization</b>
05/09/2001	1.0	Initial creation	Deloitte
09/11/2002	1.1	Edited style	Bev. Shultz
12/05/2008	2.0	Updated content & edited style	R. Sage
12/22/2009	2.1	Minor updates	R. Sage
11/01/2010	2.2	Reviewed content and updated	Sarah Laudenslager