

**L&I, Office of Information Technology Policy PLT-001**

<b>Name:</b>	Purchase, Deployment and Transport of IT Equipment
<b>Issue Date:</b>	05/15/2014
<b>Category:</b>	Platform
<b>Version:</b>	1.0, May 15, 2014

**Purpose:**

The purpose of this policy is to facilitate the appropriate and responsible business handling of the Department of Labor & Industry's (L&I's) Information Technology (IT) electronic assets. Improper ordering, deployment and transportation of IT equipment can cost the department financially and limit the ability of OIT to provide support. This policy mandates the Office of Information Technology's (OIT's) involvement in the purchasing, deployment and transportation of all IT equipment and to ensure all commonwealth policies, security requirements, and enterprise standards are followed.

**Background:**

This policy is published under the general authority of the Commonwealth Information Technology Policies (ITPs) published by the Office of Administration / Office of Information Technology (OA/OIT), in that it identifies key roles and responsibilities in support of ITPs.

Improper procurement, deployment, and transportation of IT equipment represents one of the highest data security risks and expenditures that could occur within L&I, as sensitive data is stored on IT equipment.

**Scope:**

This policy applies to all employees within all bureaus, divisions, boards, commissions and councils under L&I. This includes any contracted employees in the service of L&I.

**Policy:**

L&I OIT is responsible for the deployment and transportation of all IT equipment. Transportation of equipment includes newly purchased equipment as well as existing equipment. All IT equipment procurement must be reviewed and approved by OIT to ensure they meet all requirements, contractual mandates, standards, and policies.

IT equipment is defined as:

PC desktops, laptops, docking stations, keyboards, mice, monitors, monitor stands, PC speakers, servers, routers, switches, firewalls, load balancers, printers/copiers/multi-function devices, scanners, APC/UPS, cellular/smart phones, iPhones, iPads, tablets, personal digital assistants (PDA's), external devices that connect to a PC, audio/video equipment, computer cables (only patch cables), electronic media such as, USB drives, thumb/flash drives, SD cards, hard drives, CD,

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DVD, tapes, and any items that would be defined in the OIT Asset and Configuration Management System.

Existing IT equipment procurement processes/procedures currently in use may continue to be used; however, all IT equipment procurements must be reviewed and approved by OIT. Until an official and/or automated IT equipment review and approval process within ServiceNow is established, OIT will review and approve procurements via email. OIT has established procedures for purchasing the majority of IT equipment such as network devices, servers, printers, laptop, desktops, monitors, desk phones, and cellular/smart phones, and these procedures will not change. The ordering of printers will continue to follow Policy B-305 "Printer Purchase Policy."

#### Process:

When a program area has identified the need to procure new IT equipment, a program area representative will contact OIT to review the program area's requirements and establish/identify the appropriate IT equipment. Following OIT approval, program area staff should procure the IT equipment via established processes.

- For desktops and laptops contact [LI, OIT Workstation Configuration Review](#).
- For printer and MFD request contact [LI, New Printer Request](#).
- For scanners, video equipment, TV monitors, flash drives, ADA recommended keyboards or mice, fax machines, and all attached PC related peripherals contact [LI, NewEquipmentReq](#)
- For cell/smart phones and mobile devices the program area change submitter will submit a Change Request.

When a program area receives new IT equipment that needs to be deployed or has identified the need to transfer IT equipment, the process starts by contacting the program area change submitter to request submission of a Change Request in the ServiceNow Asset and Configuration Management system. For IT equipment transfer requests the Request needs to include the associated assets by unique identifier and detail the pick-up and delivery location.

Following an IT equipment procurement, a Change Request must be submitted within ServiceNow for OIT to deploy the equipment when it arrives. OIT staff will tag the equipment, enter the equipment data within ServiceNow, and deploy the equipment as required.

A "Chain of Custody Tracking Form" is required whenever IT equipment is being transported or moved. The Chain of Custody Tracking Form verifies all parties

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involved by name and signature, and ensures only the proper items are being transferred/moved.

OA/OIT provides direction regarding the purchase, deployment and transportation of IT equipment by L&I and other Commonwealth agencies under the governor's jurisdiction, reference OA IT Policy ITP-SEC025, Proper Use and Disclosure of Personally Identifiable Information. Adhering to these policies will reduce the risk of sensitive data being compromised.

Exceptions to this policy will be approved on a case-by-case basis and must be authorized and approved in writing by the manager responsible for the IT equipment device (Bureau Director or above) and the department's chief information officer (CIO) or designee.

Exceptions to this policy are granted for leased Multi-Function Devices (MFD) purchased from the parent DGS contract 4600024368 or any previous MFD lease contract. These devices are under contract and only the vendor is authorized to move the device. Hard drives must be removed from all MFD before pick up by the vendor. The hard drives will be removed by OIT or by the MFD vendor. If the vendor removes the hard drives they must be turned over to OIT with a Chain of Custody Tracking Form.

#### **Responsibilities:**

It is the responsibility of all L&I employees to adhere to this policy. OIT Security Division is responsible for ensuring that this policy is kept up-to-date, made available to all L&I employees, and is responsible for the enforcement of the policy. OIT will support all products that meet L&I and OA/OIT standards and will provide the "best possible" support to products approved as exceptions from L&I and OA/OIT standards. Violations of the department's policies may result in disciplinary action up to and including termination of employment or contractor sanctions.

#### Employee Responsibilities:

Employees are responsible for ensuring submission of Change Requests for all IT equipment purchases and for ensuring that the transportation of IT equipment is coordinated with OIT. Following this policy will reduce the risks of equipment being lost and reduce the risk of data being compromised.

#### Management Responsibilities:

L&I Management must ensure that their employees: 1) understand the risks if data is compromised, 2) follow this policy and the processes to dispose of IT equipment and/or e-waste properly, and 3) understand all L&I policies and ensure their employees understand the policies.

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**References:**

- [OA ITP\\_PRO001](#) (IT Procurement Review Process)
- [OA ITP\\_SEC019](#) (Policy and Procedures for Protecting Commonwealth Electronic Data)
- [OA ITP-SEC025](#) (Proper Use and Disclosure of Personally Identifiable Information)
- [OA ITP\\_SEC029](#) (Physical Security Policy for IT Resources)

**Version control:**

<b>Version:</b>	<b>Date:</b> (mm/dd/yy)	<b>Purpose:</b> (brief description)
0.1	05/13/2014	Initial draft created.
1.0	05/15/2014	