



Libraries &
Academic Innovation

ASSET MANAGEMENT POLICY & PROCEDURES

THE GEORGE WASHINGTON UNIVERSITY

WASHINGTON, DC

ASSET MANAGEMENT POLICY & PROCEDURES

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GWLAI ASSET MANAGEMENT

Purpose

GW Libraries and Academic Innovation (GWLAI) is establishing this policy to standardize procedures and communicate expectations pertaining to the acquisition, maintenance, and disposition of all categories of assets¹ within the division.

Additionally, this policy will provide guidance on the full lifecycle of the Asset Management process in order to derive the maximum benefit from those assets, and properly account for them across GWLAI.

Policy Statement

This policy applies to and defines the university's fixed assets as:

- Purchases that have a unit cost or gift value equal to or in excess of \$5000 and
- Items that have a useful life of more than one year

In addition to fixed assets that must be tracked in accordance with the university's policy², the division will track GWLAI assets as defined below:

- Purchases that have a unit cost or gift value equal to or in excess of \$500 and/or
- Items that have a useful life of more than one year or all items, including equipment, hardware, and software that connect to the GW network.

This category of assets include any and all equipment assigned to GWLAI staff, located in classrooms (excluding contract spaces), labs, shared/office spaces, server rooms, storage rooms, etc.

The Asset Management team will make a final determination for whether GWLAI assets below \$500 will be tracked on a case-by-case basis.

¹ Assets refer to both IT software and hardware.

² University Fixed Asset Policy: <http://my.gwu.edu/files/policies/CapitalAssetMngtFINAL.pdf>

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Acquisitions

All new workstations and equipment, including staff-assigned items, must be requested using the GWLAI purchase and request form³. Items must be received and entered into the system of record by a staff member of Asset Management. This includes software purchases and equipment that have been donated, transferred, loaned, etc. In addition, workstation and equipment replacement for employees, classrooms, labs, etc. must be coordinated with the Asset Management and Financial Operations teams. For specific acquisition of assets, see Appendix A.

Asset Storage

For safe storage and processing of assets upon delivery, all purchases must be coordinated with the Asset Management team. This team will receive and store new assets in the designated location, and process it for onward delivery to the purchaser.

With the exception of emergencies, access to storage locations must be communicated to and controlled by Asset Management staff.

Records Maintenance

The university's BMC Remedy⁴ Asset Management system will be used for maintaining asset records. Additionally, Asset Management will maintain a GWLAI Asset Request Form⁵ to monitor the movement of assets in the environment.

For efficient auditing and inventory purposes, all designated assets must be tagged and tracked from acquisition to disposal. For more information on asset tagging and the GWLAI Asset Request Form, see Appendix B.

³ Purchase Request Form: <https://teamsites.gwu.edu/sites/20161307123709886/default.aspx>

⁴ Remedy: gwu.onbmc.com/arsys/

⁵ Asset Request Form: <https://goo.gl/forms/VFrvWO9MJ7G6mCkj1>

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Inventory

In partnership with department heads and stakeholders, physical inventories of assets will be conducted annually, and asset reports will be produced at the end of each exercise. This includes inventory of fixed assets purchased by and/or gifted to the division. The purpose of the physical inventory is to verify the existence, location, and condition of assets in order to validate the accuracy of the division's asset management records.

Additionally, regular audits of the division's assets will be conducted by Asset Management. For more information on inventories and audits, see Appendix C.

Dispositions

When an asset is deemed unusable, obsolete or at end of life (EOL), the responsible owner of the asset or asset steward⁶ of the department should notify Asset Management. It is the responsibility of Asset Management to evaluate and determine whether an asset should be processed for e-cycling, donation, transfer, or buyback. All dispositions must be coordinated with Asset Management. This team will ensure that all assets are properly disposed of in accordance with the university's policy on surplus university property⁷. Records of disposed assets will be updated on BMC and archived for a period of one refresh cycle.

For specific information on equipment transfers, donations, e-cycling, and buybacks, see Appendix D.

Loss or Theft of Equipment

GWLAI staff should handle university-owned property with care and protect devices from damage, loss or theft. In the event that an asset is lost or stolen, the responsible asset owner is obligated to notify his or her manager and the Asset Management team promptly.

⁶ Asset steward refers to a designated point of contact for asset-related matters in a GWLAI group or department.

⁷ Surplus University Property: <http://my.gwu.edu/files/policies/SurplusUniversityPropertyFINAL.pdf>

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The department manager should work with Asset Management to contact Risk Management in accordance with the Laptop Computer and Small Electronics Theft Policy⁸.

Asset Management, in collaboration with asset stewards, will file a police report and notify the Comptroller's office if the asset is categorized as a fixed asset.

⁸ Theft Policy:

<http://my.gwu.edu/files/policies/Laptop%20Computer%20and%20Small%20Electronics%20Theft.pdf>

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Appendix A: Asset Acquisition

Staff-assigned Workstation

Workstation equipment includes desktop, laptop, monitors, display screens, docking stations, tablets, etc. With a minimum lifecycle of 3 years, workstations may be replaced at the end of the warranty period by the division’s Asset Management team. At minimum, the 3-year replacement schedule should be followed regardless of turnover in the position unless the position is no longer approved or funded, at which time the workstation will be returned to Asset Management.

When a workstation is replaced, the old equipment must be returned to Asset Management for re-use within the division. Asset Management is responsible for approving and managing the distribution of re-used equipment.

Asset Management and Information Technology Design and Engineering (ITDE) will manage a pool of workstation equipment for testing and loaning to staff. Asset Management will coordinate assignment of testing and loaner equipment to departments and staff as needed for a specified period.

A purchase request for non-standard purchases may be accommodated in unique situations, but will require the approval of the Dean or her delegate.

Employee Workstation & Equipment Lifecycle Review⁹				
Dell Desktops & Laptops	Apple Desktops & Laptops	Dell Tablets	Apple Tablets	Apple iPhones
3 years	3 years	3 years	3 years	3 years

⁹ Budgetary and operational review will be done for all employee devices after a minimum of three years to determine replacement needs.

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GWLAI employees will be assigned a desktop or a laptop as a primary workstation. For the issuance of a mobile phone, the approval of the Financial Director and/or Associate Dean is required. For more information regarding mobile phones, see Mobile Device Policy.

A monitor and/or docking station will be supplied for an employee's primary location and will be replaced only if it is not compatible with the workstation replacement after the 3-year initial use. Desktop monitors will have a maximum 27-inch display size. A used monitor should be utilized if a second monitor is required for an employee's primary location.

In conjunction with the Project Management Office (PMO), the ITDE team will designate the standard workstation and equipment models, specifications, and configurations. Selections will take into account position, duties and assignments, future changes and available funding. Each replacement workstation will comply with a standard software build and should be imaged and managed by the desktop support team.

General Computers & Equipment

This category of assets include any and all computers and equipment located in classrooms, labs, shared/office spaces, server rooms, storage rooms, etc. The acquisition of equipment in this category via projects or other means must be done in collaboration with Asset Management and all asset information communicated to this team in a timely manner. When equipment is replaced, the old equipment must be returned to Asset Management for proper storage or disposition.

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Appendix B: Records Maintenance

Asset Tracking

For each asset, the Asset Management team should track the following attributes:

- Serial Number
- Manufacturer Name
- Model Number
- Assignment/Used By
- Category (Remedy Tier 3)
- Building Name
- Room Number
- Status (Inventory, Disposed, etc.)
- Fixed Asset Status (Y/N)
- Tag Number (Fixed Assets only)
- Budget Code
- Purchase Date
- Received Date
- Disposal Date

Asset Tagging

Asset Management should generate QR Code Asset Tags for all trackable assets. The QR code will be created using the serial number and model number of the equipment.

For equipment designated as university fixed assets, Asset Management will collaborate with the Comptroller's office to assign and track fixed asset tags. All fixed asset tag numbers must be communicated to the Comptroller's office by an Asset Management staff.

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[GWLAI Asset Request Form \(Asset Control and Changes\)](#)

Prior to the move and/or check-in/out of any asset, all staff must submit a request via the GWLAI Asset Request Form¹⁰ and coordinate such action with Asset Management.

¹⁰ Asset Request Form: <https://goo.gl/forms/VFrvWO9MJ7G6mCkj1>

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Appendix C: Inventory

Audits

Audits must be planned and completed annually in collaboration with stakeholders and asset stewards. Each audit exercise should include the following activities and deliverables:

- Location/room reservation
- Resource allocation and creation of audit team
- Location/room audit
- Audit report

For equipment designated as university fixed assets, audits must be completed prior to audits by the Comptroller's Office. The objective of the “internal” Fixed Assets audit is to verify the asset location and custodians of all fixed assets. In coordination with the Comptroller's office, the division must verify and update all asset information on file.

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Appendix D: Disposition

E-cycle

All e-cycling must be coordinated with the Asset Management team. GWLAI staff can use the GWLAI Asset Request Form¹¹ to submit an e-cycle request.

Donations

All assets donated to or by GWLAI must follow GW policies and procedures regarding asset acquisition and disposition.

Transfers

All equipment loans and transfers must be approved by department heads and processed by Asset Management.

For equipment designated as university fixed assets, all required documentation and communication must be completed and sent to the Comptroller's Office for the transfer of such assets.

It is the responsibility of Asset Management to evaluate and determine whether a fixed asset should be processed for e-cycling, donation, or transfer. Therefore, all dispositions must be coordinated with Asset Management. In collaboration with the Comptroller's office, this team will ensure that all fixed assets are properly disposed. Records of disposed assets will be updated on BMC and archived as necessary.

Buyback

Requests to purchase equipment that does not meet organizational needs will be handled on a case-by-case basis. All buyback requests must be routed via department heads, and processed by the Asset Management and Financial Operations teams. The process for determining the buyback price for each asset is as follows:

¹¹ Asset Request Form: <https://goo.gl/forms/VFrvWO9MJ7G6mCkjl>

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- Staff requests to buy back a departmental asset
- Asset management team verifies asset information such as make, model, and configuration.
- Using verified asset information, Asset Management determines current market value of asset on PowerON Services website¹². The resulting market value becomes the buyback price for the asset.

The asset steward of the department is required to work with the Asset Management and desktop support teams to remove all university files and/or licensed software before an asset is e-cycled, donated, transferred, or purchased by a staff member. All GWLAI personnel are responsible for ensuring that no university information or licensed software leaves the university in accordance with the university's Information Security Policy¹³. All drives and/or media that leave the university for non-business purposes are to be erased or shredded.

¹² PowerON Services: <http://reuserecycle.poweron.com/>

¹³ Information Security Policy: <http://my.gwu.edu/files/policies/InformationSecurityPolicyFINAL.pdf>

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Mobile Device Policy

Purpose

The purpose of this policy is to provide procedures for the purchase and use of mobile devices, and to inform all employees of the responsibility that accompanies receipt of mobile devices.

Policy Statement

This mobile device policy covers small hand-held devices such as smartphones, tablets, and other devices that have recurring obligations or ongoing contracts.

GWLAI will furnish mobile devices to an employee who:

- Due to the nature of their work requires wide mobility and simultaneous access to public and private voice and data networks or:
- Justified and approved by the respective Associate Dean based on job requirements and duties. Otherwise approved by the dean of libraries.

The division will use the GW Procurement Department's assistance in the acquisition of mobile devices and services, and will secure mobile devices from either Verizon or AT&T.

GWLAI mobile plans will share a pool of available minutes for volume discounts. Data plans and text messaging are available, but vary depending on the carrier selected.

Acquisition of Mobile Devices and Service

Employees will receive a mobile device based on business needs at the beginning of employment within the division. Asset Management will be responsible for the receipt of phones and distribution to the designated recipient. Prior to distribution, the phone's serial, IMEI, and SIM card numbers will be registered on the division's mobile device management (MDM) system (AirWatch). All GWLAI purchased and maintained phones will be added to AirWatch to adhere to GW's Information Security Policy¹⁴. In the event a phone is lost or stolen, the system is

¹⁴ Information Security Policy: <http://my.gwu.edu/files/policies/InformationSecurityPolicyFINAL.pdf>

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configured to allow for remote disabling and data wipe. Although it has the ability to perform other management functions and device location tracking, the division has disabled these.

Device Replacement

The replacement of existing mobile devices will follow a minimum 3-year lifecycle schedule. All old mobile devices should be turned into Asset Management. To purchase, add or modify a mobile phone or smartphone from Verizon or AT&T, the requester should use the purchase request form¹⁵. The request to receive a mobile phone requires the respective Associate Dean approval. Mobile devices damaged, lost or stolen before the 3-year lifecycle will be replaced with older devices from inventory maintained by Asset Management. When available, spare devices will be in an inventory maintained by Asset Management and will be checked out by reservation and as approved by the respective Associate Dean. However, in the absence of an older device from inventory, the purchase of a new device will follow the existing acquisition process.

Monitoring

The Financial Operations team will review the mobile device plans monthly. Note that any use of premium services or chargeable downloads will be considered personal and must be reimbursed to the university unless it is initiated and approved by the respective Associate Dean.

Roaming and international charges are not authorized expenses to the university. When such business travel is taken, an e-mail to the Financial Operations team with the time period of travel and approval from the respective Associate Dean is required.

Payment

The Financial Operations team will handle monthly payments to the service providers. However, if any personal communications or roaming charges made or received result in additional charges on the university monthly bill, a reimbursement of the additional cost will be required from the

¹⁵ Purchase Request Form: <https://teamsites.gwu.edu/sites/20161307123709886/default.aspx>

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employee and must be paid within 30 days of the reimbursement request. Checks should be made payable to The George Washington University and sent to the Financial Operations team.

Maintenance

Devices and phone numbers purchased for employees remain the property of the university unless the Financial Operations team approves other arrangements. Employees should handle university-owned devices with care and protect them from damage, loss or theft. Replacement and/or repair of mobile devices must be coordinated with the Financial Operations and Asset Management teams. The Financial Operations team will handle disconnection and reallocation of mobile services in a timely manner when an employee is terminated. Equipment must be returned to Asset Management at the termination of employment with the division. Equipment must also be returned at the end of lifecycle when a replacement device is provided. Employees must delete personal account information from all devices prior to returning them to Asset Management.

Who Needs to Know This Policy

All GWLAI staff.

Related Information

Contacts

Contact	Telephone	Email
GWLAI Asset Management	202-994-8447	mbenjami@gwu.edu
GWLAI Financial Operations	202-994-1319	ramays@gwu.edu

Revision History

Origination Date	Last Amended Date	Next Review Date
July 1, 2018		July 1, 2019

Who Approved This Policy

Geneva Henry, Dean of Libraries and Academic Innovation