



Hardware Asset Management Policy

This policy sets out the framework for the care and control of Capita-owned IT hardware assets through the five phases of their lifecycle; Receipt; Deployment; Operational Management; Retirement and, finally, Disposal.

We expect all Capita staff, contractors, agents, and partners to protect Capita's investment in technology by playing their part in ensuring it is used and managed efficiently and effectively.

All Capita-owned IT hardware assets are in scope (Including end-user computing devices and servers).

The IT Asset Management team is committed to:

- Maintaining the hardware asset data at the highest possible level of accuracy.
- Ensuring that asset-based billing is accurate and timely.
- Ensuring that hardware maintenance is in place either through warranty or maintenance contracts as appropriate.
- Maximising the Return on Investment in hardware through optimising its utilisation.
- Ensuring that a hardware asset is disposed of responsibly and securely only when it has reached the end of its effective life.

What you should expect from the ITAM team:

- Conduct periodic sample audits of the estate to verify and maintain asset data quality.
- Use discovery technology wherever possible to automate data collection and refresh the Hardware Asset Register.
- Investigate assets that have not been discovered within the required period to minimise those which are deemed to be lost. Steps will be taken during this process to minimise potential security risks to Capita.
- Optimise hardware asset utilisation.
- Publish and act upon hardware estate reports showing devices by status to drive down the investment in under-utilised hardware assets.

What you should expect from the ITAM team - (Cont.):

- Conduct periodic sample audits of the estate to verify and maintain asset data quality.
- Use discovery technology wherever possible to automate data collection and refresh the Hardware Asset Register.
- Investigate assets that have not been discovered within the required period to minimise those which are deemed to be lost. Steps will be taken during this process to minimise potential security risks to Capita.
- Optimise hardware asset utilisation.
- Publish and act upon hardware estate reports showing devices by status to drive down the investment in under-utilised hardware assets.
- Review warranty and maintenance contracts regularly and align them to the current active estate and service requirements.
- Provide transparency of asset costs to improve cost control and drive down the Total Cost of Ownership throughout the hardware asset lifecycle, from the point of acquisition through to its ultimate disposal.
- Strive to ensure that stock levels are maintained to meet forecast demand.
- Ensure that all hardware requested is appropriate to the business use, is in line with corporate purchasing policy, and that no suitable existing equipment is available from the inventory.
- Provide hardware asset volumetric data in support of billing and/or internal cross-charging requirements.

What is expected from you:

- To follow this policy and associated processes such that the accuracy of the Hardware Asset Register is maintained (e.g., Service Request process, data corrections, etc.).
- To notify the Service Desk or ITAM of any equipment moves or hardware asset data corrections so that the hardware asset register may be updated.
- To keep safe any company assets that have been entrusted to you.
- To inform your manager in the event of damage to or loss of an asset entrusted to your care.
- Log on to your end user device (laptop, desktop, tablet) and connect it to the Capita network at least every 30 days.
- Business units and projects are to engage with ITAM and provide/maintain hardware demand forecasts.

How will this be achieved:

- There shall be a single hardware asset register across the Capita enterprise.
- All hardware must align to the relevant, published technology standards/policies, with exceptions approved only via the ITAM and DISO.
- All hardware must be purchased in accordance with Capita's Procurement Policy, after acquiring the necessary approvals, and must be for Capita business use only.
- Asset Tagging shall be performed by Capita IT in line with the IT Asset Tagging Policy. Tags must not be removed/replaced unless they have become defaced, and no other tags should be affixed to devices.
- No user may purchase hardware directly and the purchase of hardware by any other means such as credit cards, expense accounts, or petty cash is expressly forbidden.
- Only Capita IT may configure, install, move, or decommission hardware assets. This is also to ensure licence compliance in line with the Software Asset Management Policy.
- All proposed hardware installations shall be reviewed in advance to ensure that the best possible use is made of existing items before new assets are procured.

How will this be achieved (Cont.):

- All staff movement, including leavers, must be controlled via Capita's Joiners, Movers, Leavers (JML) process to ensure that asset dispositions are verified, and the asset register updated.
- All hardware is to be returned to Capita IT for reuse or secure disposal when required or, in the case of End-User Devices (EUDs), no longer in use.
- Unless there are overriding security considerations or technical limitations, all devices shall be discoverable on the estate.
- Exceptions must be explicitly agreed upon and documented in the hardware asset register.
- Assets shall be retired and disposed of only when they have reached the end of life or are beyond economic repair. Disposals must be processed in accordance with the Disposals Process at the hubs by Capita's current disposals partner.