TECHNOLOGY ASSET MANAGEMENT PROCEDURE

Authorizer: Senior Vice President, Academic / Student Affairs, Human Resources, Research and IT

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PROCEDURE STATEMENT:
This procedure outlines the College's position on the allocation and control of standard College-owned technology assets which include, but is not limited to laptops, monitors, docking stations, keyboards, mice and headsets and the acceptable use of the College-owned asset. The use of Conestoga's technology assets is a privilege extended to authorized employees to support academic and administrative services. All users of Conestoga's devices must respect the rights of other users, the integrity of the physical asset, the confidentiality of data on the asset, and comply with all pertinent licenses, as well as, applicable provincial and federal laws, regulations, college policies and procedures. Conestoga's technology assets remain the sole property of Conestoga and must be returned when the asset(s) is/are no longer required.

SCOPE:
This policy applies to all individuals who are in possession of a College-owned technology asset (e.g., laptops, monitors, tablets, and all other technical devices).

DEFINITIONS:
"Enterprise Applications" are applications that serve centralized business functions to the College and are not installed locally on end user computer devices.

"Technology Assets" is equipment that is owned, controlled, and managed by the College. This includes, but is not limited to, laptops, monitors, docking stations, keyboards, mice, and headsets.

"Consumable Assets" anything that cannot be re-issued to another user due to life span expectancy or health and safety concerns.

"Reusable Assets" anything that can be reissued to another user without any health and safety or hygiene concerns.

"Employee/User" includes someone who has an active work agreement for Conestoga College and has access to a college paid wireless plan and device and/or technology asset.

RESPONSIBILITIES:
IT&S (Information Technology & Systems) Asset Management
Coordinate technology asset distribution and track technology assets assigned to users at Conestoga.

IT&S Service Delivery
Provide support, distribution, and reclaimant services for technology assets.

IT&S Cyber Security & Endpoint Operations
Ensure technology device compliance & data integrity.

Management Responsible for Users
Ensure that only users that require devices are issued devices to support their job duties and reclaim any college-owned assets if they are no longer required.

Employee/User
Adhere to all applicable policies and procedures regarding College-owned technology assets.

PROCEDURE ELABORATION:
General
The use of technology assets paid by the College will be allowed under the following consideration(s):

- The employee requires the technology asset(s) to perform their job duties.

The departmental Manager is responsible for determining that the asset is required and is warranted based on the criteria above.

Technology Asset Procurement/Upgrade
All laptops provided by the college come with a 3-year warranty. The expected lifespan of the laptop devices being distributed is approximately 5-years. If a device is not operational before the 5-year expectation, but has surpassed the 3-year warranty, the device must be given to the IT Service Desk for an assessment. Replacing a device without a valid reason is not encouraged as it incurs unnecessary costs and is not in line with the College's strategic plan of sustainability (e-waste). Criteria for upgrading a laptop outside of the five-year contract will be allowed under the following conditions and subject to the departmental Manager's approval.

• Damaged laptop where repair is more costly than providing an alternate device.

Employees who require technology assets to support their business function must acquire equipment through the IT&S' website. The employee or Manager must fill out the required form which passes through a workflow and allows the Manager and IT&S to approve before being assigned. Once approved, the employee will be provided with standard equipment that has been vetted by the IT&S department.

As designated by the Work Location Initiative Committee, employees** are entitled to the following standard technology assets if approved by their Manager:

At Home:	On-Campus
• Laptop*	• Laptop*
• Single Monitor	• Dual Monitors (where possible)
• Mouse and Keyboard*	• Docking Station
• Headset*	• Mouse and Keyboard*
• Softphone*	• Headset*
	• Softphone*

*One for both off and on-campus use
**Part-time faculty will continue to have access to a desktop computer while on-campus as they are not provided with a laptop or equipment for an at home office.

Hardware Accessories
Requests for accessibility accessories should be forwarded to Human Resources.
All other accessories will be purchased by the employee without re-imbursement.

Software & Applications
Unless necessary for job requirements, software and applications should not be loaded on College devices, including but not limited to social media, games, cracked or illegal software. The operating system of the device should not be rooted, broken, or otherwise modified from the standard deployment.

All enterprise applications are made available to employees and can be downloaded through the IT&S website or other secure channels.

The operating system and all applications should always be kept updated to a stable secured version.

Social Media
Use of personal social media on downloaded applications is not allowed on College-owned devices.
If you are required to use social media on behalf of the college and as part of your role, it must be managed through the College's social media management platform.

Leave Usage

Employees may be entitled to continue to use technology assets during extended leaves (more than 6 months) or absences from the College, subject to approval of their department Director or Chair. For those who will be out of country, please refer to the out of country usage section below.

In some cases, the department Manager may request technology assets to be returned when the absence is considered long, exceeding 6 months or more, and Manager would like to temporarily re-distribute the equipment to another employee, as warranted by the employee's business function. If the employee's position is being replaced by another individual, all assets must be returned and provided to the new employee.

Stolen Property Procedure (Notification within 24 Hours)

Should a technology asset be lost or stolen, the responsible employee must immediately report loss by contacting the IT Service Desk- itsdesk@conestogac.on.ca– this is for the purpose of potential replacement, insurance claim, and / or filling a police report if applicable and depending on the circumstance.

Safe Keeping of Technology Asset

Responsible employees must use and care for the equipment in their possession in a responsible manner. Breakage, damage, or loss of equipment may lead to the need for reimbursement to the College of any associated costs incurred to the College, in relation to the repairs or replacement of the affected equipment.

Responsible employees must keep equipment clean and in serviceable condition to the best of their ability. Keep batteries charged and report all irregularities immediately to the IT Service Desk.

There are several built-in protection mechanisms subscribers should be aware of in the day-to-day use of their device. They include:

- Activate the lock screen.
- For extended periods (i.e., vacation days, etc.) switch the device off when not in use.

Mobile Device Management (MDM)

MDM will be administered on all College-owned devices. MDM allows IT&S administrators to control, secure and enforce policies on smartphones, tablets, and other endpoints. All data is College-owned and must be treated with respect and protected appropriately.

Home Usage

Please care for your technological assets as if they are your personal possession. Lock device when you are not using it, as you are responsible for unauthorized access to sensitive information that can be accessed through enterprise systems.

Out of Country Usage

Any out of country usage must be reported to IT&S. An out of country access form is available through the IT&S website and must be submitted and approved by the employee's Manager and HR (Human Resources) before access is granted.

Security – Password Policy

Password to protect device must be used and in compliance with Conestoga College's password policy.

Temporary Assignments

For temporary assignments greater than 1 month, where the position being filled is deemed to require technology asset(s), contact the IT Service Desk- itsdesk@conestogac.on.ca for options.

Offboarding

Devices that are no longer required must be returned to the IT Service Desk as soon as possible. These devices are the property of Conestoga College and are a College tracked asset.

We ask that employees return all reusable assets. This includes, but is not limited to laptops, monitors and docking stations.

Consumable assets such as keyboards, mice and headsets are not expected to be returned.

Violations

Violations of this Policy will be handled according to the specific violation's nature and severity. An employee who violates the Technology Lifecycle Management Policy will be subject to disciplinary action as per other college policies. As a result, the College reserves the right to revoke use of all technology assets at any time.

REFERENCES:

Technology Lifecycle Management Policy

Wireless and Mobile Device Technology Management Procedure

REVISION LOG:

8/18/2023   Academic Coordinating Committee