

No. ITPO/SD&CSD/Policy/2012
India Trade Promotion Organisation
I.T. Services Division

Date: - 14/12/2017

Subject: - Standard Operating Procedure (SOP) for IT Asset Management (ITAM).

With an objective to reform the IT asset management (ITAM) procedure, to support IT assets` (Assets shall include all elements of software and hardware that are available in ITPO's business environment) life cycle management and enable strategic decision making for the IT department, the following Standard Operating Procedure (SOP) in relation to IT Asset Management (ITAM) process shall be followed:-

1. Stores-In-Charge

Deputy Manager posted in I.T. Services Division shall be the de-facto `Stores-in-charge` of the stores (I.T. Services Division). Stores-in-charge shall be assisted by officials of the rank of Executive/ Sr. Assistant/ Assistant as the case may be.

2. Receipt of system or hardware from suppliers:-

- a) While receiving the system or hardware from a supplier, the stores-in-charge shall refer to the relevant contract terms and follow the prescribed procedures for receiving the materials.
- b) All materials shall be counted and subjected to visual & technical inspection at the time of receipt to ensure that the quantities are correct, the quality is according to the required specifications and there is no damage or deficiency in the materials received.
- c) An appropriate receipt, in terms of relevant contract provisions shall be given to the supplier on receiving the materials.
- d) Details of the material so received shall be entered in an appropriate stock register to be maintained by the I.T. Services Division in addition to the extant procedure of entry in stock register being maintained by the Stores department.

3. Receipt/Issue of goods and materials from /to Internal Divisions of ITPO.

- a) The indenting officer requiring any system or hardware, for permanent or temporary purpose, from internal divisions of ITPO shall project an indent in the prescribed form(s) for this purpose. The indent should be duly approved by HOD, Internal Division and HOD, I.T. Services Division in both the cases (permanent/ temporary issue). The stores-in-charge (I.T. Division) shall examine the indent vis-a-vis availability, issue the hardware or systems after approval of the competent authority in ITPO and enter the details in

appropriate stock registers (permanent/ temporary) being maintained by the I.T. Services Division.

- b) If the stores-in-charge of stores is unable to comply with the indent in full, he shall make the supply to the extent available and make suitable entry to this effect in the indenter's copy of the indent. In case alternative hardware is available in lieu of the indented hardware, a suitable indication to this effect shall be made in the document.
- c) While receiving the supply against the indent, the indenting officer shall examine and count the hardware, to ensure that the quantities are correct, the quality is in line with the required specifications and there is no damage or deficiency in the material received.
- d) In case of issue of system or hardware for departmental use, a written and online (through e-mail) acknowledgement of receipt of hardware shall be obtained from the indenting officer or his authorised representative at the time of issue of materials. Authorised representative can acknowledge receipt of systems only in case of Board Level Executives. Below Board Level Executives shall acknowledge receipt of systems themselves.
- e) In case of system or hardware issued to a contractor for temporary use, the cost of which is recoverable from the contractor, all relevant particulars including the recovery rates and the total value chargeable to the contractor shall be got acknowledged from the contractor duly signed and dated.
- f) When an item is received back in stores, in case of it being surrendered by the concerned official, the stores-in-charge shall take custody of the said item and make suitable entry to this effect in corresponding stock register(s).

4. Custody of system and hardware

The stores-in-charge having custody of materials (system or hardware) shall take appropriate steps for arranging their safe custody, proper storage accommodation, including arrangements for maintaining dust-free environment etc.

5. Lists and Accounts

The stores-in-charge shall maintain suitable item-wise lists and accounts and prepare accurate returns in respect of system or hardware in his charge making it possible at any point of time to check the actual balances with the book balances.

Separate accounts shall be kept for:-

- a) Fixed Assets.
- b) Consumables.

6. Physical verification of assets

A physical verification of all fixed IT assets shall be carried out once in every quarter and the outcome of the verification recorded in the corresponding file/ register. A quarterly verification report is to be submitted by the stores-in-charge. Discrepancies, if any, shall be promptly investigated and brought to account.

7. Verification of consumables

A physical verification of all consumable items shall be carried out once in every quarter and the outcome of the verification recorded in the corresponding stock register. Discrepancies, if any, should also be recorded in the stock register and brought to notice of the competent authority for appropriate action.

8. Procedure for verification

- a) Verification shall always be made in the presence of the officer responsible for custody of the inventory being verified.
- b) A certificate of verification alongwith the findings shall be recorded in the stock register/ corresponding file.
- c) Discrepancies, including shortages, damages and unserviceables should be brought to the notice of the competent authority for taking appropriate action in accordance with the prescribed provisions.

9. Buffer Stock

Depending upon the frequency of requirement and quantity thereof as well as the pattern of supply of a consumable item optimum buffer stock shall be determined and kept after approval of the competent authority

As the inventory carrying cost is an expenditure that does not add value to the material being stocked, a material remaining in stock for over a year shall generally be considered surplus, unless adequate reasons for treating it otherwise exist.

10. Transfer of charge of Stores

In case of transfer of stores-in-charge of the system, hardware etc., the transferred officer shall see that the items are handed over correctly to his successor.

A statement giving all relevant details of the items in question shall be prepared and signed with date by the relieving officer and the relieved officer. Each of these officers shall retain a copy of the signed statement.

11. Issue of No Objection Certificate (NOC)

After receipt of request for issue of NOC in respect of any employee, the stores-in-charge shall within a period of five (5) working days, carry out physical inspection, check records, personally verify and issue NOC after approval of the competent authority in ITPO. Stores-in-charge must ensure receipt back of all the items issued to the concerned employee in Stores (I.T. Services Division) before issuing NOC. In case of any discrepancy observed later on, the same shall be the responsibility of the stores-in-charge and appropriate recovery shall be done from him after approval of the competent authority.

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