

# **Boston University Desktop Asset Management Guide**

The purpose of this guide is to create an efficiently managed process for maintaining desktop technology assets (computers, monitors, software, etc.) purchased through Boston University

## **Objectives**

Boston University is designing this Asset Management Guide to maintain and protect University owned computers. More specifically, this guide is designed to:

- Enable asset inventory management and tracking, operating system and application security patching, and replacement planning for desktop assets purchased by the University.
- Support compliance with applicable laws such as FERPA (Family Educational Rights and Privacy Act) and HIPAA (Health Insurance Portability and Accountability Act) that require the University safeguard confidential information which may be stored on desktop and laptop computers.
- Provide complete and accurate audit capabilities for technology assets.
- Optimize hardware and software purchases.
- Provide the University with information to track assets that have been reported stolen, lost or missing.
- Provide IS&T and other IT Support organizations with information to aide in troubleshooting and support.
- Support the University's Information Security Policy and Data Protection Standards
  - a. [http://www.bu.edu/policies/pdf/Info\\_Security\\_Policy\\_02-17-10.pdf](http://www.bu.edu/policies/pdf/Info_Security_Policy_02-17-10.pdf)
  - b. <http://www.bu.edu/infosec/policies/data-protection-standards/>

## **Guidelines for BU Owned Assets**

The Unit Manager or Department Head of each group is responsible for administering these guidelines within his or her unit or department.

- University-owned Technology Assets (see definition below) should have an Asset Tag. Inventory tags should be attached, recorded, and tracked by the appropriate IT support organization.
- Computer Names, also known as "Hostnames", must be unique for each asset. Hostnames should start with the generally accepted abbreviation of the department to which the asset is assigned, (ex. IST, BUMC, CAS), with the remaining characters left up to the discretion of the individual department or unit based upon their needs. Hostnames can be up to 15 alphanumeric digits. Because hostnames are discoverable, and therefore not private, no personally identifiable or potentially sensitive information should be stored in the hostname.
- University-owned Technology Assets must be assigned to an individual with full-time, permanent employment status with the University. This person is referred to as the asset responsibility owner.

- The asset should be assigned to this individual in a technology asset management tool.
  - Assets used by temporary or part-time staff or student employees must be assigned to an appropriate full-time, permanent asset responsibility owner. The responsibility owner must indicate that the asset will be used by a temporary staff or student employee. The temporary staff or student employee will be identified as the "Primary Client".
  - Asset responsibility owner information and Primary Client information are recorded and tracked by the appropriate IT support organization.
- Responsibility owners of University technology assets cannot exchange, trade or "cascade" assigned equipment without notifying their IT Support organization and receiving approval from their Unit Manager or Department Head.
  - All University-owned technology assets should have a campus location. The location must have a campus address that includes a Building, Office Number, and Cubicle Number if applicable.
    - Assets that are intended for university-related travel or "virtual" office should still have a campus location of record. The location should indicate where the asset will be located most often and would be located if on-site support were required.
    - Location information should be recorded and tracked by the appropriate IT support organization.
    - Unit Managers and Department Heads are responsible for returning any unwanted or unneeded assets to their IT support organization. These assets may be assigned and repurposed to other areas of the organization. Prior to returning these assets to their IT Support group, managers must make sure any electronic University Records on the asset are backed up and a record is kept in accordance with procedures defined by the University Record Retention Policy Policy # FA-002. ([http://www.bu.edu/policies/pdf/Record\\_Retention\\_Policy\\_1-27-10.pdf](http://www.bu.edu/policies/pdf/Record_Retention_Policy_1-27-10.pdf))
  - Asset responsibility owners of computer assets should connect their computer to the BU Network at least once a month to receive software security patches and antivirus definition updates.
  - All University-owned computers should be "joined" or bound to the BU Active Directory for authentication purposes, unless an exception is approved by the unit manager and the IT support organization.
  - All BU-owned desktops and laptops should have an asset management agent installed. This agent ensures that the Asset Management system is updated with current information. The agent operates transparently on the client's computer with no performance impact.
  - All assets that have reached the end of their useful life must be decommissioned by the appropriate IT support team in accordance with the following guidelines:
    - If the IT support organization wishes to reuse the asset, they must first remove data from the hard drive in one of the following two methods:
      - a. Use a 'wiping' program that deletes the data and overwrites each sector with random, meaningless data multiple times.
      - b. Degauss the drive to erase its contents
    - IT support teams who wish to dispose of storage media by physically destroying the drives should contact Information Security for assistance in removing data from the asset and destroying storage media:

<http://www.bu.edu/tech/security/data-protection/media-destruction/>

- Assets must be disposed of in accordance with EPA guidelines using a certified service provider
  - To physically dispose of the assets in accordance with EPA guidelines, contact Facilities Management for assistance.

<http://www.bu.edu/sustainability/campus-resources/reduce-reuse-recycle/electronic-recycling/>

- Sale or donation of an asset:

Assets purchased with University funds:

Any cost recovery realized from the sale of BU-purchased equipment must go to the BU organization that purchased the equipment. Prior to selling or donating an asset, or allowing an employee to take ownership of an asset, the Unit Manager or Department Head is responsible for making sure that data owned by the University has been removed from the asset.

Assets purchased through Grants:

For research related surplus assets, the dean, chair, director, department manager or Primary Investigator responsible for the grant must first gain approval for transferring or selling research property from the granting agency. Any proceeds from sale of a research-related asset will be handled as specified by the granting agency. Prior to selling or donating an asset, or allowing an employee to take ownership of an asset, the Unit Manager or Department Head is responsible for making sure that data owned by the University has been removed from the asset.

**Definitions:**

- Technology Assets - Assets owned by Boston University that consist of the following equipment types:
  - Desktop Computers
  - Laptop Computers
  - Network Printers Monitors
  - Projectors
  - Software installed on the above-listed devices

For purposes of this Guide, these assets are assumed to be valued below \$5000. If you have an asset that is valued above \$5000, please contact the Office of Property Management for more specific information on how to manage and track these assets throughout their lifecycle.

- Track – assignment of assets to an individual and maintenance of key information about the asset in an asset management tool including IT Support Organization – group within a college or department who has primary responsibility for maintenance of IT assets bought and utilized by the college or department