IT Laptop Re-assignment and Disposal Procedure

Ref: IT-0020-003-v1

Status: Approved
Document type: Procedure
Overarching Policy: IT &Telephony Procurement Re-assignment and Disposal Policy

Contents

1 Introduction

This procedure supports the IT & Telephony Procurement, Re-assignment and Disposal Policy with regards to laptops.

> ⚠️
>
> Please note there are separate procedures for Smartphones and for Chargeable Software.
>
> Please use the below links to view them:
>
> - IT Smartphone Re-Assignment and Disposal Procedure
>
> - IT Chargeable Software Re-Assignment Procedure

This procedure covers the re-assignment and disposal of Laptops within the Trust, and describes:

- The re-assignment and disposal process for laptops and explains what is required at each step.
- The recording of laptops re-assigned and disposed of, their location and who is responsible for this.
- The retention of laptops for staff moving teams along with appropriate budget placement.

2 Purpose

To ensure the security and integrity of the Trust's IT infrastructure in a safe, secure and economical way.

Specifically following this procedure will help the Trust to:

- Ensure staff have the necessary IT tools to carry out their roles.

- Ensure that IT & Telephony equipment used for Trust purposes must be officially purchased and tested for compatibility

- Demonstrate that we dispose of equipment in a safe, secure and economical way.

- Support individual staff with any workplace adjustments that might be needed.

- Provide a mechanism for staff to discuss their requirements,

- Support the upgrade of End of Life (EOL) devices to improve security

- Improve the management and use of laptop assets

- maintain accurate records of all IT & Telephony equipment re-assigned or disposed of, within the Trust.

3 Who this procedure applies to

This procedure is relevant to, but not limited to, the following groups who use or have access to Trust IT & Telephony equipment. These groups were initially consulted when the procedure was developed.

- Staff

- Service Users

- Students - Excluding any rotational staff

- Volunteers

- Budget Holders

- Line Managers

- Finance Services

- Information Services / Service Desk / Desktop Team

- Information Asset Owners / Information Asset Administrators

- External Suppliers

3.1 Who this procedure does not apply to

This procedure does **not** apply to Resident Doctors and other rotational staff whose laptops are managed jointly by the Central Asset Management (CAM) Team and Medical Development.

4 Related documents

This procedure describes what you need to do to implement 4.1.2 and 4.1.3 section of the IT & Telephony Procurement, Re-assignment and Disposal Policy.

> ⓘ The IT & Telephony Procurement, Re-assignment and Disposal Policy defines how Trust IT equipment is to be re-assigned and disposed, which you must read, understand and be trained in before carrying out the procedures described in this document.

- IT Telephony Procurement, Re-assignment and Disposal Policy
- IT Smartphone Re-Assignment and Disposal Procedure
- IT Chargeable Software Re-Assignment Procedure

5 Step-by-step instructions for reassignment and disposal of Laptops

Step	Who	Task
1	Budget Holder / Line Manager	Identify that a member of staff with a laptop is either moving or leaving the team. See below options: • Member of staff moving to another team within the Trust – follow step 2 only • Member of staff leaving the Trust altogether – The Asset Management Team are now notified of all leavers so will contact you to confirm next steps If you are not contacted then go to step 3 • Member of staff has changed role and no longer requires their laptop go to step 3
2	Budget Holder / Line Manager	People moving team (who will require the use of a laptop) should take their existing laptop with them to their new role and the asset details should be removed from your asset register.

3	Budget Holder / Line Manager	Identify whether the laptop can be re-assigned within the team or section. If the equipment can be re-assigned locally follow step 4 only. If the equipment cannot be re-assigned locally then go to step 5
4	Budget Holder / Line Manager	Laptops can be allocated to new users without notifying the asset management team. You simply need to update your internal asset register with the new user's details
5	Budget Holder / Line Manager	If the laptop is no longer required, then you should ensure that the equipment has been cleared of all data where possible. Note: items returned to the Asset Management Team will be cleared of data before destruction or re-assignment – **ALL Data will be lost and will not be recoverable**.
6	Budget Holder / Line Manager	Log a Webcall through the [TEWV online store](#) (Select the IT Retrieval Option) with the Information Service Desk to have the equipment collected and disposed of or re-assigned as appropriate, providing the information requested on the form, and the nominated contact. Remove the laptop from your asset register
7	CAM Team	Receive the request for retrieval and assess if the laptop can be re-assigned or needs to be disposed of
8	CAM Team	Passes the details to our third party supplier with instructions to either dispose of the laptop or collect it and deliver it to the Asset Management Team at Flatts Lane Centre
9	Third Party Supplier	Receives the call for disposal/retrieval and liaises with the nominated person at the address provided on the order.
10	Third Party Supplier	Collects the laptop. If the item is to be refurbished, they will deliver it to the Asset Management Team at Flatts Lane. If the laptop is to be disposed of go to step 11.
11	CAM Team	Asset management Team will liaise with Tech-EUC to refurbish and redistribute the recovered laptops as appropriate.
11	Third Party Supplier	Where appropriate equipment **must** be: • Removed from the Third Party Supplier's IT equipment inventory list and placed on the disposals list which is sent to the Information Service Desk. • Remove and destroy any data storage systems securely and provide a certificate of destruction to the CAM Team.

⚠️ Staff moving team (who will require the use of a laptop) MUST take their existing laptop with them to their new role.

6   Definitions

Term	Definition
Information Asset Administrator (IAA)	IAAs ensure that policies and procedures are followed, recognise actual or potential security incidents, consult their IAO on incident management, and ensure that information asset registers are accurate and up to date.
IT & Telephony Equipment	This includes hardware and software used by the Trust to conduct its business, including Smartphones
End of Life Devices (EOL)	This refers to IT equipment that is no longer cyber secure and does not hold the technology to continue with security updates.
MFA	Multi-factor authentication (MFA) is an additional way of checking that it is really you when you log in to your account. It helps to ensure cybersecurity and help protect against loss from or damage to Trust infrastructure.
CAM Team	Centralised Asset Management Team (also referred to as the Asset Management Team)
Tech - EUC	Tech End User Computing Team

7 How this procedure will be implemented

- This procedure will be published on the Trust's intranet and external website.

- Line managers will disseminate this procedure to all Trust employees through a line management briefing.

7.1 Implementation action plan

Activity	Expected outcome	Timescale	Responsibility	Means of verification/ measurement

Identifying staff movers and leavers and liaising with the relevant managers to ensure their laptops are dealt with correctly	Improved utilisation and management of laptops and additional support for managers through the process	Monthly	IT Contracts and Asset Lead	Workforce Report sent to Asset Team Manager.

7.2 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
All	Read Procedure	20 minutes	Annually or when changes are applied.

8   How the implementation of this procedure will be monitored

Number	Auditable Standard/Key Performance Indicators	Frequency/Method/Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored; (this will usually be via the relevant Governance Group).
1	Disposal report from Supplier tallies 100% with internal record of requests for disposal	Monthly, manual reconciliation, Centralised Asset Management Team	Digital and Data Management Meeting (DDMM)
2	100% Reconciliation of both Internal Movers and leavers Report against list of	Frequency = Monthly Method = manual reconciliation Responsible = Centralised Asset Management Team	Digital and Data Management Meeting (DDMM)

	devices reallocated or disposed		

9   References

- ITAM (IT Asset Management) Best Practice
- ITIL (Information Technology Infrastructure Library) guidance
- National Cyber Security Group
- NHS Digital England's Data Security and Protection Toolkit

10 Document control (external)

To be recorded on the policy register by Policy Coordinator

Required information type	Information
Date of approval	11 October 2024
Next review date	11 October 2024
This document replaces	n/a – new document
This document was approved by	D&D Architecture Group
This document was approved	03 October 2024
This document was ratified by	Digital Performance and Assurance Group (DPAG)
This document was ratified	11 October 2024
An equality analysis was completed on this policy on	29 May 2024
Document type	Public
FOI Clause (Private documents only)	n/a

Change record

Version	Date	Amendment details	Status
1	11 Oct 2024	New procedure to reflect re-assignment and internal possession of laptops.	Approved

Appendix 1 - Equality Impact Assessment Screening Form

Please note: The [Equality Impact Assessment Policy](#) and [Equality Impact Assessment Guidance](#) can be found on the policy pages of the intranet

Section 1	Scope
Name of service area/directorate/department	Digital & Data Department
Title	IT Laptop Re-assignment and Disposal Procedure
Type	Procedure/guidance
Geographical area covered	Trust Wide
Aims and objectives	This procedure has been created to ensure that staff have details on the procedure to re-assign and securely dispose of IT assets, specifically laptops.
Start date of Equality Analysis Screening	22 Apr 2024
End date of Equality Analysis Screening	29 May 2024

Section 2	Impacts
Who does the Policy, Procedure, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?	This procedure has been created to ensure that staff have easy access to clear information regarding the Trust's process for re-allocation and disposal, of laptops In addition this revision supports staff retaining Trust IT equipment (laptops) when they move teams, which supports staff with any reasonable adjustments in place and enables staff to efficiently and effectively carry out their role.
Will the Policy, Procedure, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups? Are there any Human Rights implications?	• **Race** (including Gypsy and Traveller) **NO** • **Disability** (includes physical, learning, mental health, sensory and medical disabilities) **NO** • **Sex** (Men and women) **NO** • **Gender reassignment** (Transgender and gender identity) **NO** • **Sexual Orientation** (Lesbian, Gay, Bisexual, Heterosexual, Pansexual and Asexual etc.) **NO** • **Age** (includes, young people, older people – people of all ages) **NO** • **Religion or Belief** (includes faith groups, atheism and philosophical beliefs) **NO** • **Pregnancy and Maternity** (includes pregnancy, women / people who are breastfeeding, women / people accessing perinatal services, women / people on maternity leave) **NO** • **Marriage and Civil Partnership** (includes opposite and same sex couples who are married or civil partners) **NO** • **Armed Forces** (includes serving armed forces personnel, reservists, veterans and their families) **NO** • **Human Rights Implications NO** (Human Rights - easy read)
Describe any negative impacts / Human Rights Implications	None

Describe any positive impacts / Human Rights Implications	Staff will understand how they can re-assign and dispose of laptops in the correct manner and where to seek guidance, by following the Procedure the Trust will use only approved equipment and ensure equipment is disposed of in a secure manner, this in turn supports the Data Security and Protection toolkit and Cyber Security. The procedure should help improve the utilisation and management of Trust assets. Overall, this should result in a positive impact on the Trust financial budgets.

Section 3	Research and involvement
What sources of information have you considered? (e.g. legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.)	NHS Digital, in terms of the 2 stage Multi Factor authentication.
Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the protected groups?	Yes
If you answered Yes above, describe the engagement and involvement that has taken place	Engaged with Centralised Asset Project Steering Group. Requested all Trust staff to offer feedback on consultation.
If you answered No above, describe future plans that you may have to engage and involve people from different groups	

Section 4	Training needs
As part of this equality impact assessment have any training needs/service needs been identified?	No
Describe any training needs for Trust staff	No
Describe any training needs for patients	No
Describe any training needs for contractors or other outside agencies	No

Check the information you have provided and ensure additional evidence can be provided if asked.

Appendix 2 – Approval checklist

Title of document being reviewed:	Yes / No / Not applicable	Comments
1. Title		
Is the title clear and unambiguous?	Yes	
Is it clear whether the document is a guideline, policy, protocol or standard?	Yes	
2. Rationale		
Are reasons for development of the document stated?	Yes	
3. Development Process		
Are people involved in the development identified?	Yes	
Has relevant expertise has been sought/used?	Yes	
Is there evidence of consultation with stakeholders and users?	Yes	
Have any related documents or documents that are impacted by this change been identified and updated?	Yes	
4. Content		
Is the objective of the document clear?	Yes	
Is the target population clear and unambiguous?	Yes	
Are the intended outcomes described?	Yes	
Are the statements clear and unambiguous?	Yes	
5. Evidence Base		
Is the type of evidence to support the document identified explicitly?	Yes	
Are key references cited?	Yes	
Are supporting documents referenced?	Yes	

6. Training		
Have training needs been considered?	Yes	
Are training needs included in the document?	Yes	
7. Implementation and monitoring		
Does the document identify how it will be implemented and monitored?	Yes	
8. Equality analysis		
Has an equality analysis been completed for the document?	Yes	
Have Equality and Diversity reviewed and approved the equality analysis?	yes	
9. Approval		
Does the document identify which committee/group will approve it?	Yes	
10. Publication		
Has the policy been reviewed for harm?	Yes	No harm
Does the document identify whether it is private or public?	Public	
If private, does the document identify which clause of the Freedom of Information Act 2000 applies?	n/a	
11. Accessibility ([See intranet accessibility page for more information)](#)		
Have you run the Microsoft Word Accessibility Checker? (Under the review tab, 'check accessibility'. You must remove all errors)	Yes	
Do all pictures and tables have meaningful alternative text?	Yes	
Do all hyperlinks have a meaningful description? (do not use something generic like 'click here')	Yes	

Appendix 3 – High level flow charts

Leavers – Laptop process

Phase

Workforce Information

Start → Run report on all staff members who are due to leave the Trust that month & send it to CAM Team

CAM Team

Cross check the leavers list against Laptop records → Leaver has no Laptop

Cross check the leavers list against Laptop records → Leaver has a Laptop registered to them → Email sent to manager outlining options

Budget holder/manager

Can the device be re-allocated locally?
- Yes → Manager allocates device to new user and updates their asset register
- No → Retrieval call logged via Alemba

Concorde

Concorde arrange collection of the device → Is device EOL?
- No → Device is reimaged and added to stock to be reissued → End
- Yes → Device is securely disposed of and trust asset list updated → End

A more accessible text version is available on request.

Movers/change of role – Laptop process

Phase

Workforce Information

Start → Run report on all staff members who are due to move team that month & send it to CAM Team

CAM Team

Cross check the movers list against Laptop records → Mover has no Laptop

Cross check the movers list against Laptop records → Mover has a Laptop registered to them → Email sent to manager advising them to allow the staff member to take their laptop with them to their new role

Budget holder/manager

NB* if the movers new role does not require a laptop then refer to Laptop leavers process

Manager updates their asset register to reflect the laptop is no longer their asset → End

When they have replaced the staff member and require a laptop, this should be requested via the normal 'buy it' process and one will be supplied using capital funds so no cost will be incurred to the managers budget

A more accessible text version is available on request.