Queen Mary IT Services

Hardware Retrieval Policy for Leavers.

(April 2020)

**DOCUMENT CONTROL**

**Change Control Table**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Amendment** | **Description** | **Release Date** | **Updated by** |
| 0.1 |  | Initial daft |  | Adam Thurston |
| 0.2 | Changed HR report from monthly to weekly |  |  | Adam Thurston |
| 0.3 |  | First approval | 1st May 2020 | Adam Thurston |
| 0.4 | Input form Kathryn Whelan | Some minor change to terms and references | 5th May 2020 | Adam Thurston |
| 1.0 | Placed on wiki |  | 15th May 2020 | Adam Thurston |
| 1.1 | Edit of chapter 4 | Addition of a reference to equipment purchased by an active research grant. | 29th June 2020 | Tom King |
|  |  |  |  |  |
|  |  |  |  |  |

**Approvals**

This document requires the following approvals.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
| Richard Hughes |  | CCS manager |  |  |
| Henrik Brogger |  | Head of Service Delivery |  |  |
| Kathryn Whelan |  | Service Desk Manager |  |  |
| Chris Kearney |  | HR Systems Manager |  |  |
| Agnieszka Jankowska |  | Faculty Relationship Manager |  |  |

**Distribution**

This document has been distributed to:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Date of Issue** | **Version** |
| Richard Hughes | CCS manager |  |  |
| Henrik Brogger | Head of Service Delivery |  |  |
| Kathryn Whelan | Service Desk Manager |  |  |
| Chris Kearney | HR Systems Manager |  |  |
| Agnieszka Jankowska | Faculty Relationship Manager |  |  |
| Stephen James | Interim Service Desk Manager |  |  |

Contents

[1. Introduction](#_Toc506540917) 5

[2. Scope](#_Toc506540917) 5

[3. Overview](#_Toc506540917) 6

[4. Departmental actions and responsibilities 7](#_Toc506540917)

[**5. Index………………..…..……………………………………………………………………………….….**](#_Toc506540917)**8**

Introduction 5

# Introduction

Queen Mary provides IT equipment to its employees, where appropriate, to fulfil their function. This equipment needs to be reassigned to the employee’s replacement or returned to ITS if no replacement is employed.

# Scope

This policy covers all Queen Mary provided IT equipment.

# Overview

The process starts with The Service Desk being informed that a colleague is leaving Queen Mary. This can be done on an individual basis as an instruction from Senior Management or on a bulk report that comes from the HR Systems team in IT. An individual ticket is required per user. From this the Service Desk will action the elements that they do (account closures etc.) and then create a task for CCS to assess the equipment that has been assigned to the leaver as stipulated in the CMDB (asset database). A member of the local CCS team will then liaise with the line manager to identify what needs to happen to the equipment. If it was ITS funded it will either remain in place for the leaver’s replacement, go for recycling or go back to CCS to be redeployed. If the institute/school/department or the leaver paid for it (normally through a grant) then the process ends there as far as CCS are concerned.



# Departmental actions and responsibilities

**1) ITS - HR Systems**HR Systems look after the MyHR system. Once a week a report is generated detailing that week’s leavers. HR Systems forward this to the Service Desk as a logged ticket. The report can be sent as is and no special ticket template is used or required.

**2) ITS - Service Desk**

The Service Desk take the report from HR Systems and create an individual ticket per leaver raised on behalf of the leaver’s line manager. These tickets need to include the tasks that they perform to disable the various accounts that enabled the leaver to perform their function. Once The Service Desk have completed their tasks the request is then assigned it to the appropriate CCS site queue. The request needs to ask CCS to contact the leaver’s line manager to assess the leaver’s equipment as listed against their name in the CMDB.

**3) ITS - CCS**The CCS technician assigned to complete the request will interrogate the CMDB to see what equipment is allocated to the leaver. Embedded beneath is a checklist to facilitate this. Once complete the technician visits the line manager to assess what is to happen to the equipment. This is to be assessed and actioned using the below flow process. If there is any lack of agreement as to the ownership of the equipment, failure to return equipment, or what should happen to it, the CCS technician is to escalate to the CCS site manager. The local CCS manager is responsible for all ITS funded devices on their sites.



**4)** **School/Institute/department.**The line manager of the leaver is obliged to work with the CCS technician to achieve the correct assessment of the equipment allocated to the leaver. If the equipment was not purchased and provided by ITS then the line manager needs to ascertain where the funding came from (e.g. research grant) and ensure that the funding source is aware that the equipment is now not being used by the employee it was assigned to and assist in its repurposing or disposal, CCS can assist with this once a decision is made. Alternatively, if the equipment was purchased from an active research grant that is being transferred to another institution, JRMO can confirm that it will be retained by grant holder. The leaver may have negotiated with the institute/school/department, to keep their IT equipment. This can only occur with devices that the institute/school/department has funded. Any device disposed of in this manner will require the removal of any QMUL data and licensed software prior to its transfer of ownership. The line manager needs to do their due diligence to ensure that no QMUL funded devices are inappropriately retained by the leaving member of staff.

**5) The Leaver.**The leaver is responsible for ensuring that any equipment that they have at home is brought back into work unless the funding came from elsewhere (grant etc). Once it has been ascertained that the device needs to be returned the leaver has the following options.

1. Drop off at the Security at Mile End. It is in the South West corner of the Queens building ([here](https://w3w.co/casino.goat.duty)). This is the option to use if dropping off out of hours.
2. Drop off at G15 in the Francis Bancroft building at Mile End.
3. Drop off at The Hill Centre in The Garrod Building at Whitechapel.
4. Post it to the below address. If this method is used then the items must be securely packed to ensure no damage occurs in transit. The address to send the items to is as follows.  
     
   Asset Provisioning.  
   G15   
   Francis Bancroft Building,  
   Mile End Rd,   
   Bethnal Green,  
   London   
   E1 4NS

In all cases only the following items need to be returned.

* The actual device (laptop, tablet etc)
* Power supplies
* Monitors
* Docking stations/hubs

Mice and keyboards are not to be returned.

**INDEX**

1) CCS Checklist  
****

**End of Document**