Rancho Los Amigos National Rehabilitation Center
INFORMATION MANAGEMENT SERVICES
POLICY AND PROCEDURE

SUBJECT:	PORTABLE COMPUTER EQUIPMENT (PCE) INVENTORY CONTROL	Policy No.: 215 Supersedes: 08/01/11 Revision Date: 02/01/12 Page: 1o£5

I. PURPOSE:

The purpose of this procedure is to ensure that IMS staff maintains an inventory of Portable Computer Equipment (PCE). This includes receiving of new equipment, deployment, return, repair, and salvage.

II. POLICY:

1. All PCEs MUST have a RLANRC Inventory Control Tag (Ctag) placed in a visible location as near to the serial number as possible.
2. PCE must be encrypted and security software installed based on policy A300 (Computer Security and Protected Health Information (PHI) Guidelines)
3. Equipment coordinator (EC) maintains an up-to-date inventory list.
4. All PCEs must be tracked in the PCE IMS Inventory Database.

III. PROCEDURE:

In all of the following procedures necessitating an Information Services Request (ISR), the ISR should not be closed but rather reassigned until the process is completed with PCE assigned to end user, or put to stock or salvage. If inadvertently closed, the one closing the ISR, will initiate a new IRS containing the content of the original.

A. Receiving of new PCE:

1. Upon notification of new PCEs arrival by Materials Management (MM), EC coordinates the delivery of the PCEs to IMS.

2. Upon arrival of the PCEs, EC creates an ISR in the Help Desk System and notes the PO number on the ticket.

3. EC insures all equipment on the PO was received. This includes checking all serial numbers. Add status note to the assigned ticket.

4. EC creates a new ISR in the Help Desk System to arrange to have all new PCEs inventoried, tagged, and encrypted. EC updates the inventory database with the receiving date, Ctag number, serial number,

Mac address, and encryption status.

    5.   Place all PCE devices in designated storage area only. Close both assigned tickets.

  B.   Deployment of PCE:

    1.   Upon receiving an ISR from user, the Help Desk will create a ticket in the Help Desk System for each PCE request and assign it to a technician for deployment.

    2.   Technician will verify with user/user's management on needs and requirement of the request. Add status note to the assigned ticket.

    3.   EC will add "Assigned To" information to the PCE inventory record, validate encryption and security software and give to technician.

    4.   After receiving the PCE from EC, the assigned technician will obtain a photo copy of the back/front of the PCE with Ctag and serial number clearly shown. Add status note to the assigned ticket.

    5.   Technician will notify EC and user upon completion of PCE setup. User is to pick up PCE from EC at IMS. EC will obtain user's signature on agreement form (Policy A300.2 Portable Computer Security Guidelines), and write ticket number, ctag, and user name on the upper right-hand corner of form. Add status note to the assigned ticket. EC will close the ticket.

    6.   EC files user agreement form in dedicated binder for PCE tracking and verifies information in PCEs inventory database.

  C.   Return of PCE:

    1.   User should schedule an appointment to return their PCE by calling the Help Desk.

    2.   Help Desk will create an ISR in the Help Desk System for each returned PCE.

    3.   Technician receives PCE from user and checks equipment. The technician will remind the user that he/she is responsible for backing up the data. If provided for a new user, unit should be re-imaged. IMS will not transfer or back-up any data from the user's PCE. Add status note to the assigned ticket.

4. The technician insures the original agreement form (A300.2) is filled out completely in the return section and signed by both the user and the technician. Any missing accessories or laptop repairs must be documented on the form. The ticket log number (current ISR number) must be written on upper right-hand corner of form. Add status note to the assigned ticket and reassign to EC. A copy of the completed form must be given to the user for their record.

5. Technician returns PCE and all completed forms to EC. Close the assigned ticket with status.

6. EC will file the updated agreement form in dedicated binder for PCE tracking, update the stock inventory database, and return PCE to stock.

D. PCE repair:

1. User notifies the Help Desk for PCE repair request. Help Desk creates a service ticket to service the PCE, and assigns to a technician.

2. Technician will provide the description of the damaged PCE including manufacturer, model number, serial number and Ctag number on!! copy of the original agreement form (A300.2), ensure the return section is filled out completely, and signed by both the user and the technician with the ticket number written on the upper right-hand corner, a copy of the form should be attached to the PCE and filed with the original by the EC. Add status note to the assigned ticket.

3. Technician determines if PCE can be repaired in house or needs to be sent out.

4. If repair can be completed internally, the PCE will be returned to the user upon completion, notify the user for pickup and close the assigned ticket with status. **Note: PCE should not be left unattended for any period of time. PCEs being serviced by technicians need to be locked away in secure file cabinets.**

5. If repair cannot be completed within the same business day, the PCE needs to be housed in a locked cabinet and status of the repair needs to be updated in the Help Desk System daily.

6. If PCE cannot be repaired in-house and is sent to the vendor, the technician will obtain service paperwork from the vendor and store in the equipment repair tracing binder. Notify the EC of the vendor repair request by reassigning ISR to EC. The EC will place the PCE in the

designated storage area awaiting vendor pickup and add status note to the assigned ticket.

7. When the PCE is picked up by the vendor, the Help Desk ticket number will be written on the upper right-hand corner of the vendor's form. Add status note to the assigned ticket.

8. Upon receiving the repaired PCE from the vendor, sign the vendor paperwork, and will reassign to a technician to verify the work by the vendor, attach to the original request form and store in the equipment repair tracing binder.

9. EC to notify user to pick up PCE at IMS, and obtain user's signature on PCE return form.

10. The EC will close the assigned ticket with status.

E.   PCE Salvage:

1. Create a Help Desk ticket to start the salvage process.

2. EC will work with the Operations Manager to identify PCE(s) to be salvaged.

3. All PCEs to be salvaged must be cleared of all data, including but not limited to PHI, user files, etc. and reformatted as necessitated by content.

4. EC will record all PCEs make, model, Ctag, and serial number on the Salvage Equipment Inventory Log along with the Help Desk ticket number, record the date of salvage, the pallet number, and equipment type. Add status note to the assigned ticket and the names of personnel participating in the salvage process.

5. EC or technician will place all PCEs marked for salvage to be palletized and placed in the PCE designated storage area only. PCEs will not be stored in the same location as the other CEs to be salvaged.

6. EC will update the status on all salvage devices in the PCE inventory database. Close the assigned ticket with status.

7. Operations manager will create a new Help Desk ticket to start the County equipment salvage process with Materials Management (MM). Add status note to the assigned ticket.

8. EC will transfer the marked PCEs to MM upon approval. Closed the assigned ticket with status.