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

SUBJECT:	**COMPUTER EQUIPMENT (CE) INVENTORY CONTROL**	**Policy No.:**	**302**
		Supersedes:	**11/04/2008**
		Revision Date:	**7/15/2011**
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I. PURPOSE:

The purpose of this procedure is to ensure that IMS staff maintains an inventory and tracks the movement of all computer equipment owned by Los Angeles County/Rancho Los Amigos National Rehabilitation Center. The scope of this policy and procedure includes all computer equipment (personal computers, printers, modems, fax machines, scanners, etc.) **EXCEPT Portable Computer Equipment**. Refer to IMS Policy and Procedure No. 215 PORTABLE COMPUTER EQUIPMENT (PCE) INVENTORY CONTROL.

II. POLICY:

1. All CEs MUST have a RLANRC Inventory Control Tag (Ctag) placed in a visible location as near to the serial number as possible.
2. CE must be encrypted and security software installed based on policy A300 (Computer Security and Protected Health Information (PHI) Guidelines)
3. Operations Manager (OM) maintains an up-to-date inventory list.
4. All CEs must be tracked in the 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 or put to stock or salvage. If inadvertently closed, the one closing the ISR will initiate a new ISR containing the content of the original.

A. Receiving of new CE:

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

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

3. OM insures all equipment on the PO was received. This includes checking all serial numbers and enters in IMS inventory database. Add

status note to the assigned ticket.

4. Store the original packing form in the Inventory binder.

5. OM creates a new ISR in the Help Desk System to arrange to have all new CEs inventoried, tagged, and encrypted. OM updates the inventory database with the receiving date, Ctag number, serial number, Mac address, and encryption status.

6. Place all CE devices in designated storage area only. Close both assigned tickets.

B. Deployment of CE:

1. Upon receiving an ISR from user, the Help Desk will create a ticket in the Help Desk System for each CE request and assigns 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. OM will add allocation information to the CE inventory record, validate encryption and security software and gives a to technician.

4. After receiving the CE from OM, the assigned technician will verify the Ctag and associated equipment (monitor, printer, etc.) serial numbers. Add status note to the assigned ticket.

5. Technician will deliver CE to user/department. Add status note and close the assigned ticket upon completion.

C. CE repair:

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

2. Technician will provide the description of the damaged CE including manufacturer, model number, serial number and Ctag number on the assigned Help Desk ticket, and add necessary status to the assigned ticket.

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

4. If repair can be completed internally, the CE will be returned to the user upon completion and the assigned ticket closed with status.

5. If CE cannot be repaired in-house and it is sent to vendor, the technician will obtain service paperwork from the vendor and store in the equipment repair tracing binder. Notify the OM of the vendor repair request by reassigning Help Desk ticket to OM. The OM will place the CE in the designated storage area awaiting vendor pick and add status note to the assigned ticket.

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

7. Upon receiving the repaired CE(s) from the vendor, sign the vendor paperwork, and the technician will verify the work by the vendor, attach to the original request form and store in the equipment repair tracing binder. The EC will close the assigned ticket with status.

D. CE Salvage:

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

2. OM to identify CE(s) to be salvaged.

3. All CEs 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. OM will record all CEs 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. OM or technician will place all CEs marked for salvage to be palletized and placed in the designated storage area only.

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

7. OM 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. OM will transfer the marked CEs to MM upon approval and close the assigned ticket with status.