Notice to all staff who use ICT facilities within North Lanarkshire Council

Services may be aware of the substantial effort required over the previous several months to improve the accuracy of the council's ICT asset database (CMDB). This operation came to a close at the end of February and the CMDB has been updated based on the responses received from the services. Having put in the significant effort to achieve the current position it is essential that we do not allow any decline in the quality and accuracy of the data held. To this end a number of changes to custom and practice will be required:-

- <u>All</u> NLC staff using ICT facilities must ensure that their device is connected to the network at least once per month, in line with the ICT Acceptable Use Guidelines. This will allow us to keep accurate asset information in the CMDB and also allow essential software and security updates to be delivered to the device.

- To assist with the future management of these devices, every device will be allocated to a known and named individual who will be responsible for the device and accountable for its whereabouts should it no longer be detected on the NLC network. Shared devices (e.g. hot desk devices, pool laptops etc.) will be allocated to the manager responsible for the area. When ordering new or replacement devices, services will be asked to supply the names of the accountable individuals at the point of order.

- To minimise the effort in managing End User Computing (EUC) devices we will move towards a technology environment where only one device is allocated to each member of staff (this does not include mobile phones). This could be a PC, laptop, tablet or other device, depending on the nature of the individual's job function. To assist with this process CMT has agreed to a 6 year refresh cycle for all EUC devices, which should allow early replacement of some of the older equipment currently in circulation with newer, 'fit-for-purpose' devices.

- Services must not move or re-allocate EUC devices without involving Northgate Public Services (NPS) in the process. In some cases this will involve requesting a change from NPS (e.g. physical movement of a PC from one place to another) and in others will only require notification to NPS of the change (e.g. transfer of ownership of a laptop). NPS are updating their processes to accommodate this and these will be publicised across the council.

- Services must not hold surplus assets for medium to long term redeployment within the service. If an asset becomes surplus to requirements and cannot be redeployed within a month, NPS should be contacted to arrange safe disposal (if appropriate) or reallocation elsewhere in the council. NPS and NLC are reviewing their processes to accommodate this.

Failure to comply with the above will result in network access being removed and may result in unused devices being recovered for redeployment elsewhere in the council.