

Chapter 9

Conclusion, Suggestion and Recommendations

The benefits of managing IT Assets well:

There square measure several advantages that derive from sensible quality management, however the foremost monetary profit is prolonged quality lifetimes a a lot of sturdy substructure running at a lower value. additionally, sensible quality management will improve consumer service while not increasing prices, and avoid regulative intervention if service isn't to the quality needed. higher consumer service additionally has advantages in terms of an honest company image, reducing the potential harm caused by adverse. a number of the areas during which quality management will profit utility corporations embody

- Reduced service costs: obtaining repairs right 1st time reduces the value of repeat visits; if the repair schedule is connected to the importance of the consumer through integration of labor programming, asset management and consumer information, then priority purchasers are often targeted, increasing loyalty and reducing churn.

- Improved consumer service: knowing what's happening to associate quality whether or not a burst pipe is being handled, or associate electricity meter as a result of be browse and having the ability to speak this to purchasers will improve consumer care, reducing the danger of complaints and avoiding regulative intervention.
 - Reduced emergency repair costs: knowing wherever the asset is found exactly – for instance, wherever specifically on the moor the pipeline passes avoids inessential price in looking for it and allows repairs to be completed additional quickly.

 - Reduced labour costs: ensuring that the hands is supplied with the correct replacement elements, which the correct person turns up at the work, within the right place, means the hands is additional economical which head count will be reduced.

 - Reduced the capital expenditure: knowing the history of maintenance and repairs to the asset permits asset lifetimes to be maximised, taking into consideration the foremost up to this point data on the performance of the asset.

 - Reduced maintenance costs: there square measure real advantages to be gained in avoiding supernumerary maintenance by programming maintenance in keeping with the condition of the asset and risk similarly as a pre-set maintenance schedule. Up to this point data on replacement prices may optimise the 'repair or replace' call.

- Keep the stock levels down: efficient maintenance programs means a better knowledge of when spare parts will be required meaning less stock needs to be kept on-hand.

The benefits in practice

There are many examples of good asset management practice leading to improvements in service and reductions in cost. Some examples include:

- Reductions in planned maintenance price and costs: a FMCG Corporate saved Rs. 4, 00,000 in the first year of an 18 year plan to even out its maintenance time schedule. This is achieved by consolidating all of the details and information on its assets at branches and creating 'outage zones' which were then profiled to reduce resource peaks and optimise the planned maintenance schedule.
- Reduced labour costs: the SAFE distribution Corporate saved all around 4.5 entire time equivalent posts by being able to create automatic service orders from their improved maintenance planning rather than relying on these being created manually. The project involved a total investment of around Rs.2,40,000 and has achieved payback within one year.
- Improved asset management across multiple services: a Indian utility Corporate delivered annual savings of around Rs.12,75,000 per annum through a major programme to optimise business processes and asset management across its gas, water, electricity, and district heating businesses. The program and project delivered development and improvements in a range of areas, including maintenance and fault clearance, inspection, and order management.
- Improved client service: improvements in the knowledge of the condition and connectivity of both the water and waste water network has resulted in 20% reduction in client contacts and over a 40% reduction in written client complaints at a water purification Corporate, as work on the network is now better planned and communicated to clients.

Business Plan and IT Asset Scheme.

The IT asset prepare ought to be tuned in to and move with the business prepare prepare embrace the following.

- Variation in demand service of IT Assets.
- Variation in revenue and costs of IT Assets.

KPI No.	KPI Description
	<p>tool database.</p> <ul style="list-style-type: none"> • Assets along with their details populated in the asset database will be considered for the calculation of accuracy. • Deviations detected during physical verification should be reported asset wise and the details therein that are not captured properly to be reported to Client IT heads. Any change in the following fields should be approved by Client Governance and asset database should be updated accordingly. <ol style="list-style-type: none"> 1. Asset Type 2. Company 3. Classification 4. Installation Date <p>Status(should be notified)</p>
OV.4.2	Provide Asset Register to SERVICE PROVIDER finance

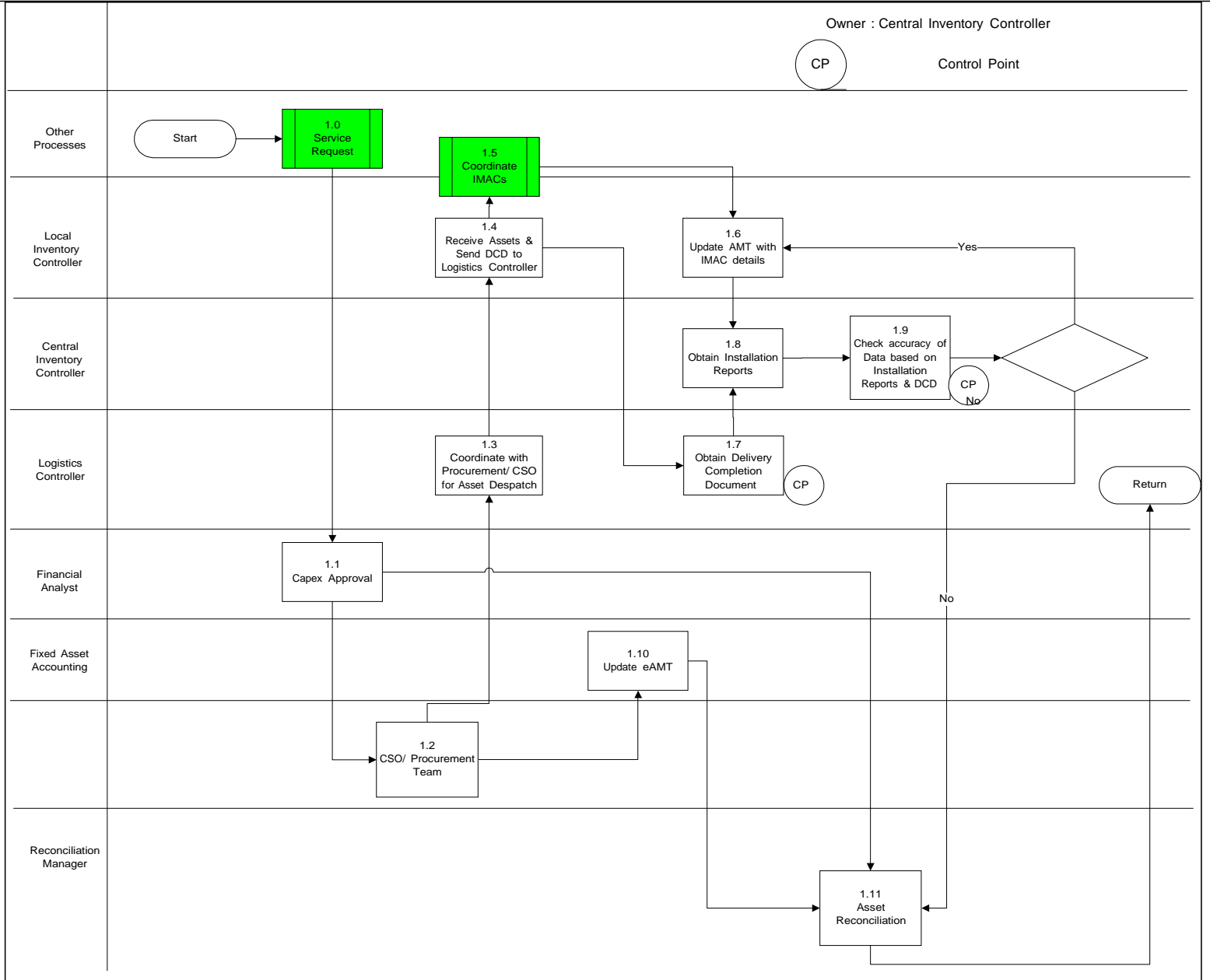
SOP.WP. Work Procedure

SOP.1.WP.1. Addition of SERVICE PROVIDER Owned Assets Procedure and Update of Asset Register

Owner : Central Inventory Controller



Control Point



Narration for Work Procedure

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Event Driven		Format: FM.1 and FM.2 Policy: OV.8.9.
1.	Process Service Request	Internal Service Request process receives request for new assets. Approvals are obtained as defined in ISR process before forwarding the request to CSO/ Procurement	Service Request Process Owner	On receipt of new asset request		
2.	Approve Capex	Capex is approved on the tool	Financial analyst	On processing Service Request		
3.	Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process	CSO/ Procurement procures new asset as per SERVICE PROVIDER defined process	CSR/ Procurement Team	On receipt of approved request		
4.	Coordinate with Procurement/ CSO for Asset Dispatch	Coordinates with procurement/ CSO departments for shipment of assets to Client location. Any delay in shipments/ short shipments etc. is handled by him	Logistics Coordinator	On receipt of approved Service Request list		
5.	Update Asset Database with materials received at locations	The logistics coordinator would give details of material delivered to the project on a monthly basis to the central inventory coordinator. On receipt of the data, the Central Inventory Controller will update the Asset database with the materials as delivered	Central Inventory Controller	On receipt of list of materials delivered at locations		
6.	Receive Assets & Send DCD to Logistics Controller	Assets received at Client location. Local inventory controller is SERVICE PROVIDER employee/ contractor, who received the assets, verifies the same, receives delivery challan and acknowledges Delivery Completion Document (DCD). DCD is sent back to logistics coordinator	Local Inventory Controller	On receipt of asset at locations		

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
7.	Install Assets	Install asset as defined in Coordinate IMACs process. Prepare Inventory Installation report as in prescribed format. Get user signoff on the IIR form and send it to Central inventory controller	Local Inventory Controller	After receipt of asset at locations		
8.	Update Tool/database	Update tool/database with the new asset details. He will access the asset database for details of assets delivered to the project and choose the line item as per the PO and Invoice no, asset type and location and change the status of the line item from delivered to live	Local Inventory Controller	After installation of asset		
9.	Obtain DCD from location	Receive and file DCD as proof of delivery of assets	Logistics Coordinator	After Delivery of asset		Control Point: CP.1
10.	Obtain Inventory Installation Report	Receive and file Inventory Installation Report received from local inventory controller	Central Inventory Controller	After installation of asset		
11.	Check accuracy of data in tool/database	Verify accuracy of data entered in tool/database with IIR details. Any changes required are communicated to local inventory controller, who modifies the data	Central Inventory Controller	On receipt of IIR form		Control Point: CP.2
12.	Capture details of asset in eAMT	FAA team captures the asset data from CSO/Procurement system to CWIP and move to SAP eAMT after 60 days from invoice date	Fixed Assets Accounting	On dispatch of asset to Client Project		
13.	Reconcile between eAMT and Tool/database	Periodical reconciliation of eAMT and Tool/Database data as per reconciliation process defined in this document.	Reconciliation Manager	As per SERVICE PROVIDER India policy on Reconciliation		
14.	Return	Return to the calling process				

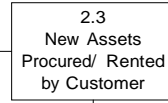
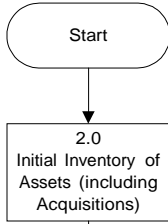
Addition of Client Owned/Rented Assets Procedure

Owner : Central Inventory Controller

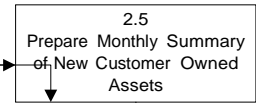
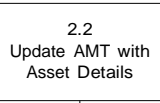


Control Point

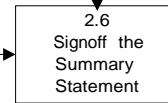
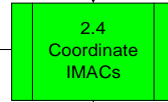
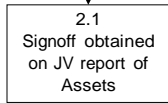
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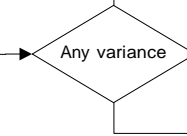
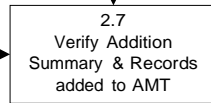
Local Inventory Controller



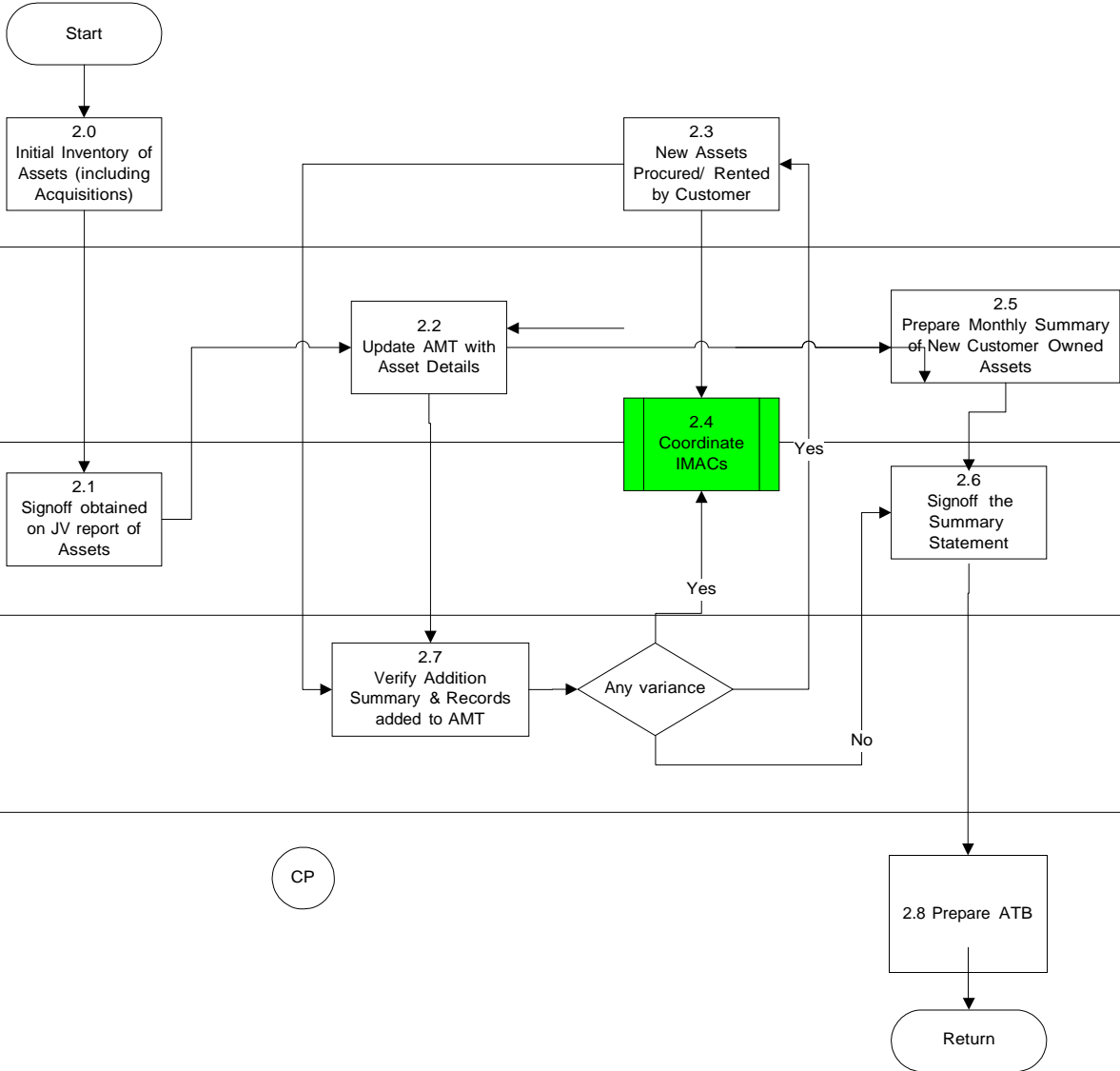
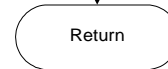
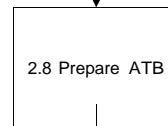
Customer Regional IT Head



Central Inventory Controller



Financial Analyst

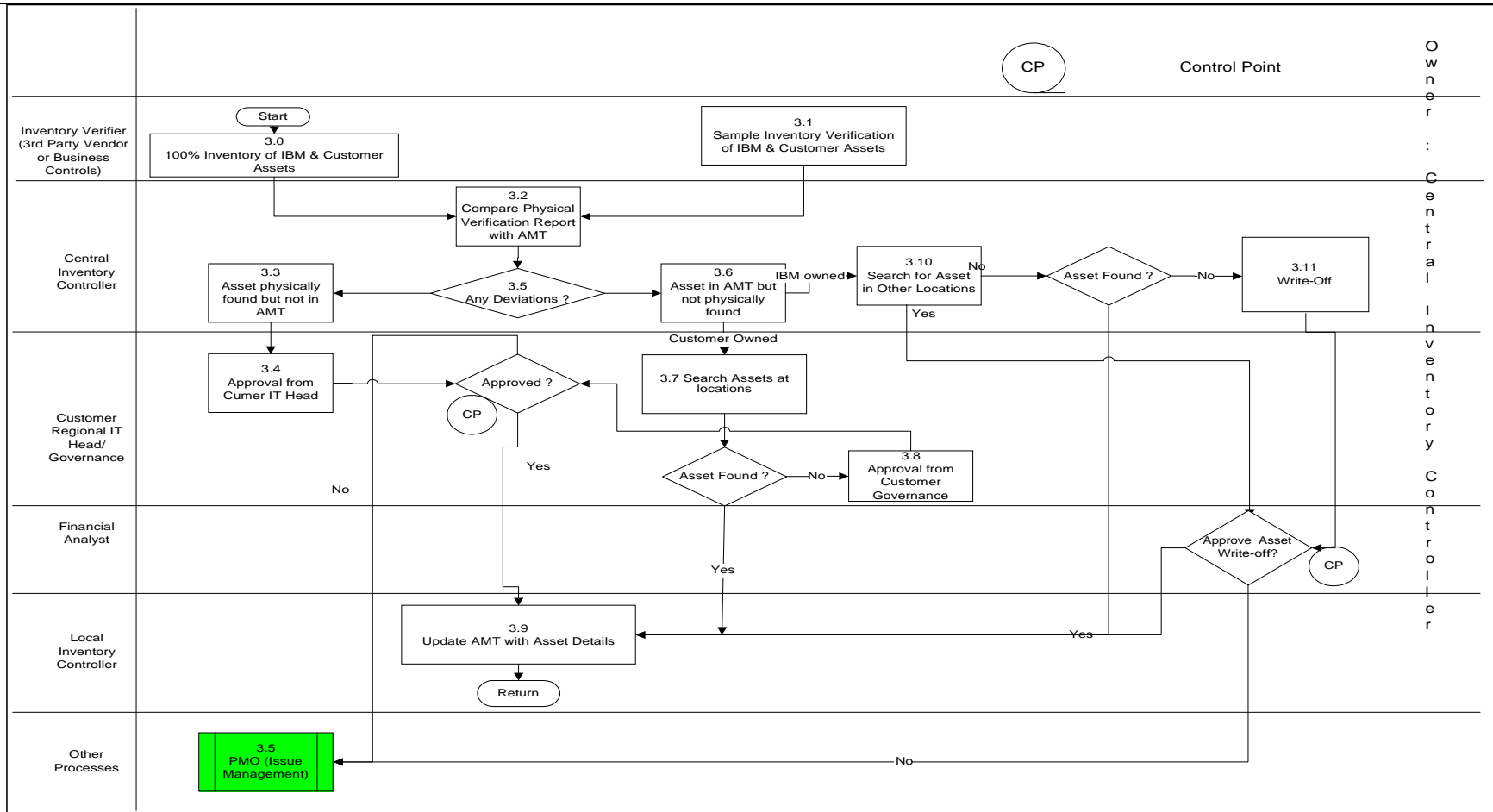


Narration for Work Procedure

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Event Driven		Policy: OV.8.2, OV.8.9. Format: FM.1 and FM.3
1.	SERVICE PROVIDER/ Client Joint Verification(JV)	Joint verification of assets at Client premises by SERVICE PROVIDER and Client. This also includes any JV done for acquisitions done by Client	Transition Team	During transition		
2.	Signoff JV details	Client IT head signoff the JV asset list along with SERVICE PROVIDER transition manager	Client IT Head	On completion of JV during transition		
3.	Update Tool/database	Update Asset tool/database with the new asset details	Local Inventory Controller	As soon as asset is installed		
4.	Procurement of new assets/ rental of assets	Client IT head procures new assets (Client owned) or rents assets for temporary use	Client IT Head	As and when required		
5.	Installation of new assets	Install asset as defined in Coordinate IMACS process. Prepare Inventory Installation report as in prescribed format. Get user signoff on the IIR form (where ever applicable) and send it to Central inventory controller. These details are also entered into Tool/Database	Local Inventory Controller	On receipt of assets		
6.	Summary of Client owned/ rented assets	End of month summary of Client owned/ rented assets installed is prepared for obtaining signoff from Client IT head	Local Inventory Controller	Month end		
7.	Signoff Summary statement	Summary statement prepared by local inventory controller is signed off by Client IT head along with SERVICE PROVIDER location head. Copies of this summary is given to Central inventory controller and Client governance head.	Client IT Head	Monthly		
8.	Verify tool/database asset details	Compare data in tool/database with the details as	Central Inventory	Monthly		Control Point: CP.3

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
		provided in monthly summary sheet.	Controller			
9.	Prepare ATB	Prepare EUS advice to bill based on the summary sheet provided by Client Governance head	Financial Analyst	Quarterly		
10.	Return	Return to the calling Process				

Physical Inventory tracking of SERVICE PROVIDER and Client Owned Assets Procedure



Narration for Work Procedure

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Planned, Repeatable		Policy: OV.8.3, OV.8.9.
1.	Verifies 100% inventory of SERVICE PROVIDER & Client assets	Conduct a 100% physical inventory of assets at all locations for SERVICE PROVIDER and Client owned assets. Inventory verifier will be a 3 rd party contractor	Inventory Verifier	Frequency & time as mutually agreed by SERVICE PROVIDER & Client		
2.	Verifies random inventory of SERVICE PROVIDER & Client assets	Conduct a random sample verification of assets in any of the locations. Inventory verifier will be a 3 rd party contractor or line BC staff	Inventory Verifier	Quarterly		
3.	Compare results with Tool/database	Compare the result of physical verification count with Tool/database	Central Inventory controller/ Inventory Verifier	On completion of verification		
4.	Asset not in books	List of assets physically found, but not in books is prepared	Central Inventory controller	After comparison of results		
5.	Approve updating Tool/database with asset details	Assets physically found but not in books can be updated to Tool/database only after getting approval from Client Location IT head	Client Circle IT	After discussion in ARC or Weekly meeting		Control Point: CP.4
6.	Invoked from Issue Management Process (PMO)	If approval not obtained from Client IT Head/ Governance head to update Tool/database, the issue is taken through Issue Management process for closure				
7.	No Physical Asset	List of assets in Tool/database but not physically found is prepared	Central Inventory controller	After comparison of results		

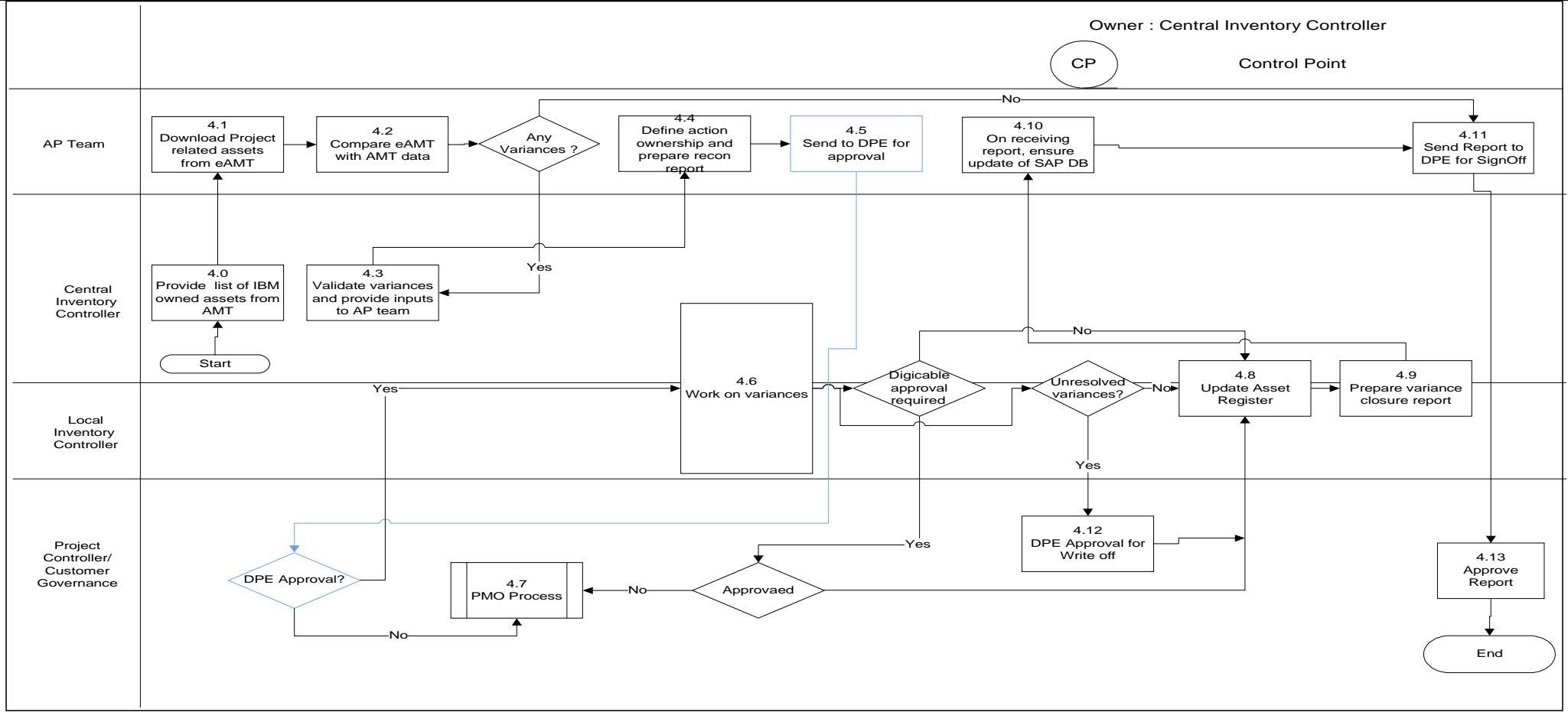
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8.	Search Assets at locations	The assets should be searched at locations. Client IT informs the status to Client Finance	Client Circle IT/ Governance Head	After result is found		
9.	Approve removing Tool/database with asset details	Client owned Assets physically not found but in books can be removed from Asset Register only after getting approval from Governance Head	Governance Head	After discussion in ARC or Weekly meeting		
10.	Update Tool/database	Add/ Remove asset details from Tool/database as per approval given by Client. Records should not be permanently deleted from the asset tool/database and should be available for audit trail at any point of time	Local inventory controller	On getting approvals from Client		
11.	Locate Assets not physically found	For SERVICE PROVIDER assets not found, coordinate and search for the asset in other locations. Local inventory coordinators to give support in identifying the asset location	Central Inventory Controller			
12.	Approve write-off	If decided the asset is not traceable, obtain approval from financial analyst for write-off	Financial Analyst			Control Point: CP.5
13.	Return	Return to the calling Process				

Reconciliation of SERVICE PROVIDER Owned Assets Procedure

Owner : Central Inventory Controller



Control Point



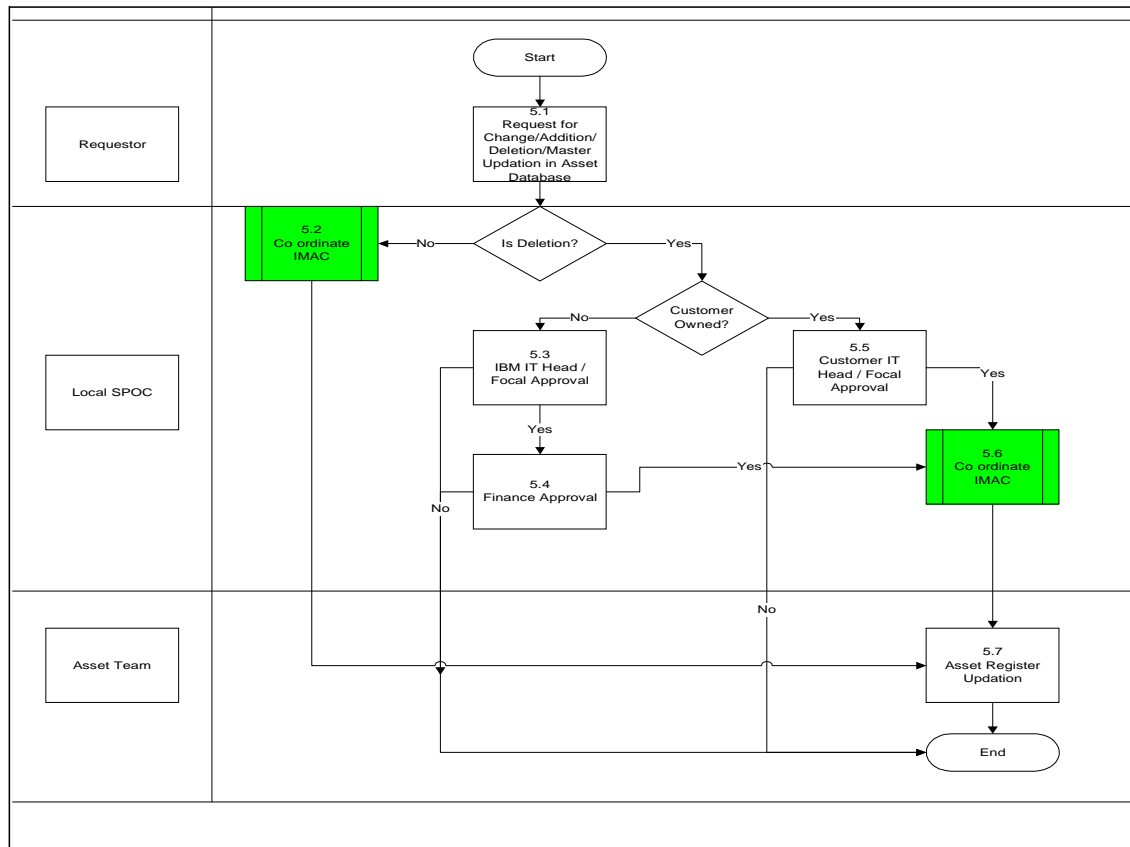
Narration for Work Procedure

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Planned, Repeatable		Policy: OV.8.1, OV.8.9. Format: FM.1 and FM.2
1.	Provide List of SERVICE PROVIDER Assets as per Project register	Generate a list of SERVICE PROVIDER owned assets from Tool/Database and provide to Financial Analyst	Central Inventory Controller			
2.	Get SAP asset register	<ul style="list-style-type: none"> • Download from eAMT a list of project assets (based on project code) ➤ Criterion of Selection of Client asset list in SAP from Slovakia. Asking for the Capitalization report for given below HR/Charge department ('SMD', 'SME', 'SMF', 'SMG', 'SMH', 'SMI', 'SMJ', 'SMK', 'SML', 'SMM', 'SMN', 'SMO', 'SMP', 'SMQ', 'S1V' & '531'). ➤ Confirm the Client list by eliminating project code not for Client and by checking the employee code, if not of Client but still with Client HR dept. 	Financial analyst			
3.	Compare data	<ul style="list-style-type: none"> • Compare eAMT data with Asset tool/database data ➤ Matching Sap data with asset tool/database Register. – Key Field will be Machine serial No. ➤ What ever not matched searched & matched Invoice no. – IRN. ➤ Summarizing it in Order no. wise using Pivot. ➤ Matching tool/database data with Sap – Key Field will be Machine serial No. ➤ What ever not matched, searched & matched Invoice no. – IRN. ➤ Summarizing it in Order no. wise using Pivot. 	Financial analyst			
4.	Resolve variances	<ul style="list-style-type: none"> ➤ Based on the Capex No. for SERVICE PROVIDER branded assets, search each capex from IMT tool of SERVICE PROVIDER for details of the asset like, No. of asset, type of asset and location where the asset is requested. ➤ Then search the Tool for the total no. of such asset type at the particular location. If found then the reconciliation is closed by recording the Acq. No. of 				

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
		<p>the Tool in the respective row. Such difference can be because of some space given in capex no. while entering in or in SAP.</p> <ul style="list-style-type: none"> ➤ The Tool is updated with correct Capex No. without space in between, so that the same does not stand out in the next reconciliation. ➤ If the same is not found, then followup with the location is made and the the location is made to enter the data in the Tool. The reconciliation is closed by writing the Acq. No. of the Tool in the respective row. ➤ Based on the PO No. for non SERVICE PROVIDER branded assets, central asset team gets IRN No. from Bangalore team and searches each IRN No. with PO No. BOND tool/database like, No. of asset, type of asset and location where the asset is requested. ➤ Then the central asset team searches the Tool/database for the total no. of such asset type at the particular location. If found then the reconciliation is closed by writing the unique asset No. of the tool/database in the respective row. ➤ The Tool is updated with correct IRN No. without space in between, so that the same does not stand out in the next reconciliation. ➤ If the same is not found, then follow-up with the location is made and the location is made to enter the data in the TOOL. The reconciliation is closed by writing the unique No. of the tool/database in the respective row. 				
5.	Update Tool/Database	<ul style="list-style-type: none"> • Update tool/database with the correction details found during reconciliation • After receiving approval from Client • Physical verification report to be validated 	Central Inventory Controller/ Local Inventory Controller			
6.	Prepare Reconciliation Report	<ul style="list-style-type: none"> • Prepare a reconciliation report recording the variances unresolved. Such report is sent to Project Controller 	Central Inventory Controller			
7.	Take approval for write-off	<ul style="list-style-type: none"> • Decide if any assets not found during reconciliation need to be written-off. Take approval from Financial analyst 	Central Inventory Controller			

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
8.	Approve write-off	<ul style="list-style-type: none"> Approve write-off of assets after receiving approval from Client 	Project Controller			Control Point: CP.6
9.	Inform FA Team on variances	<ul style="list-style-type: none"> Send communication to Fixed asset team for the corrections to be made in eAMT 	Central Inventory Controller			
10.	Return	Return to the calling Process				

Change/Addition/Deletion/Master Update in Asset Database Procedure

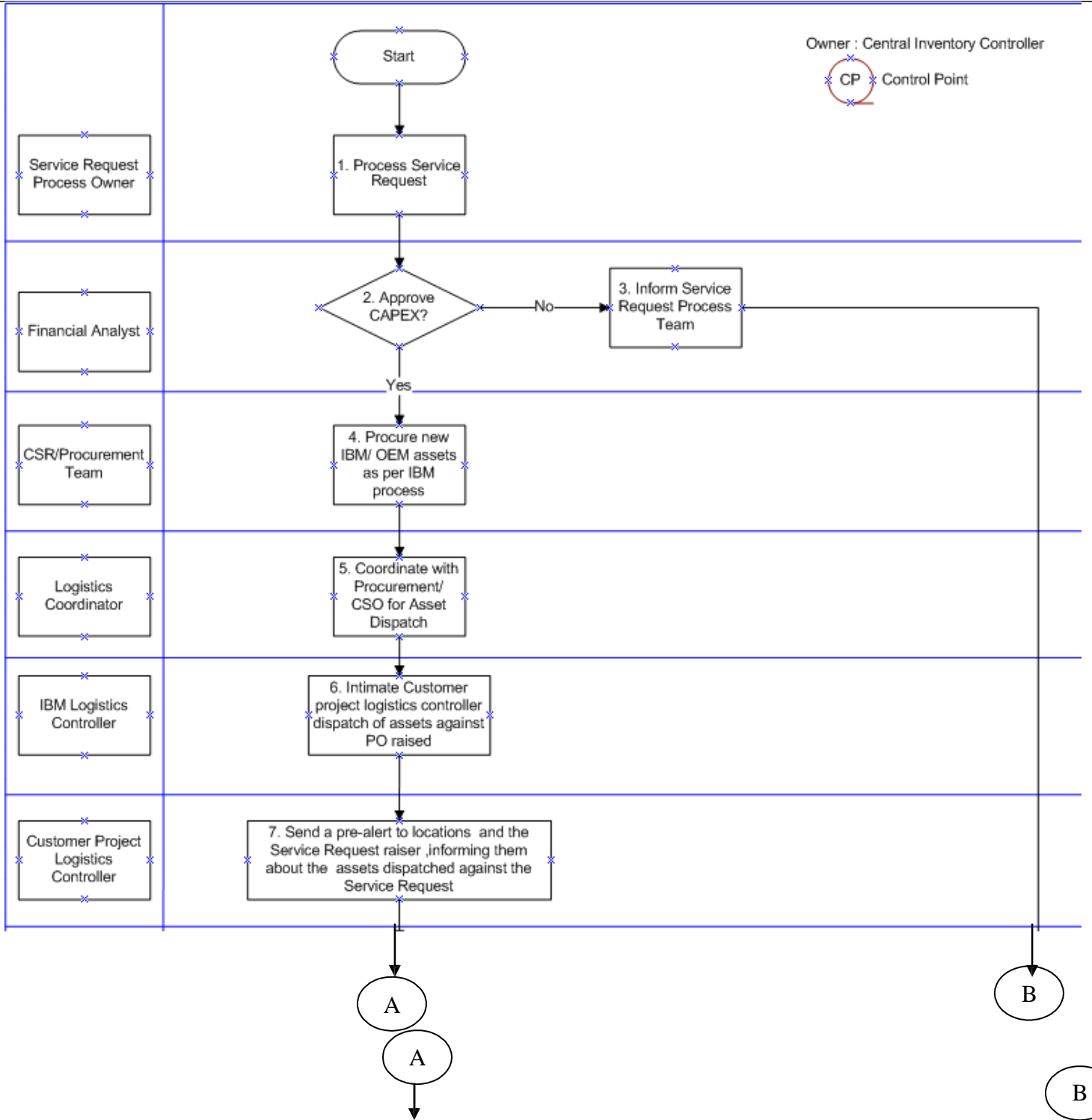


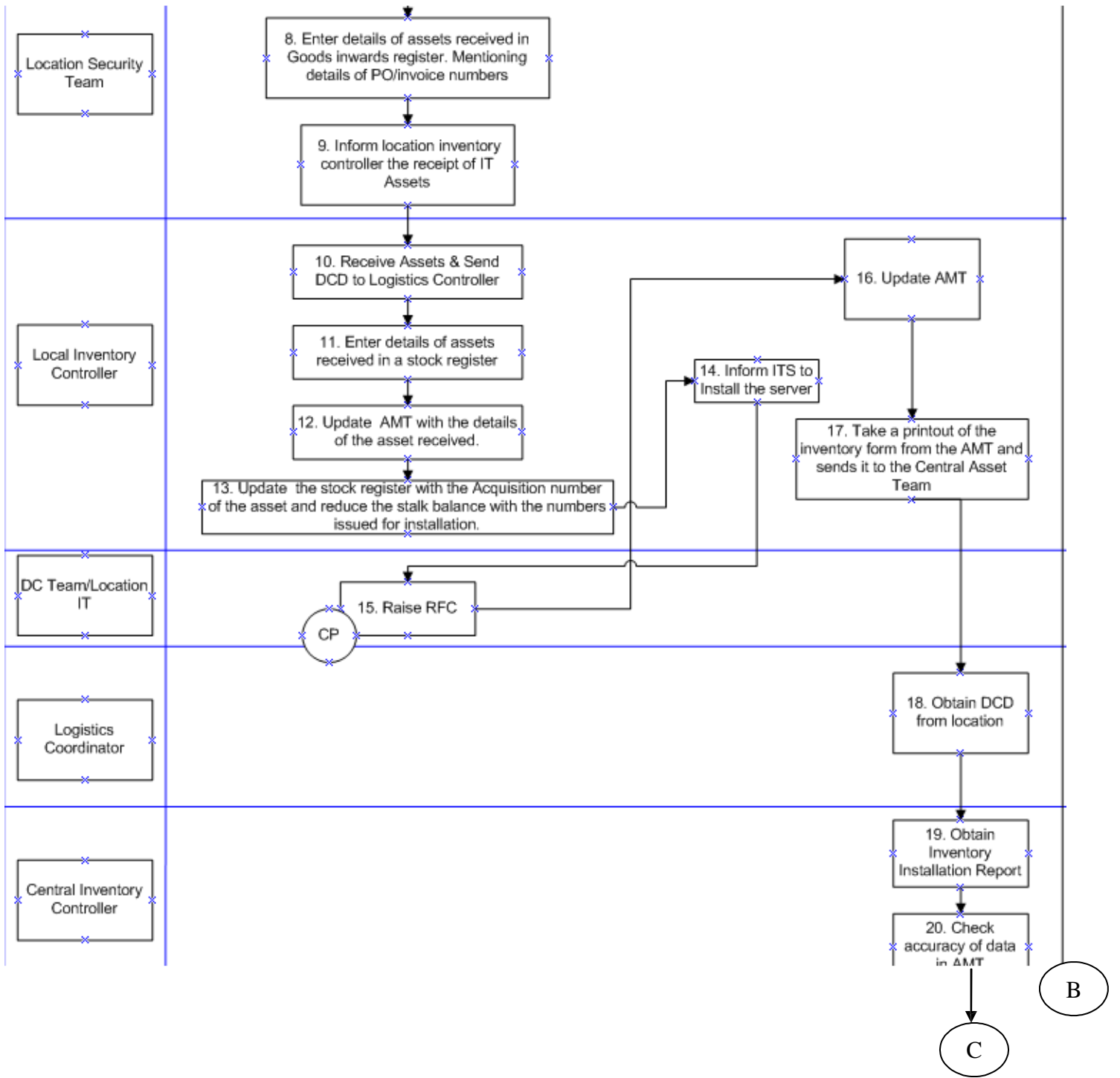
Narration for Work Procedure

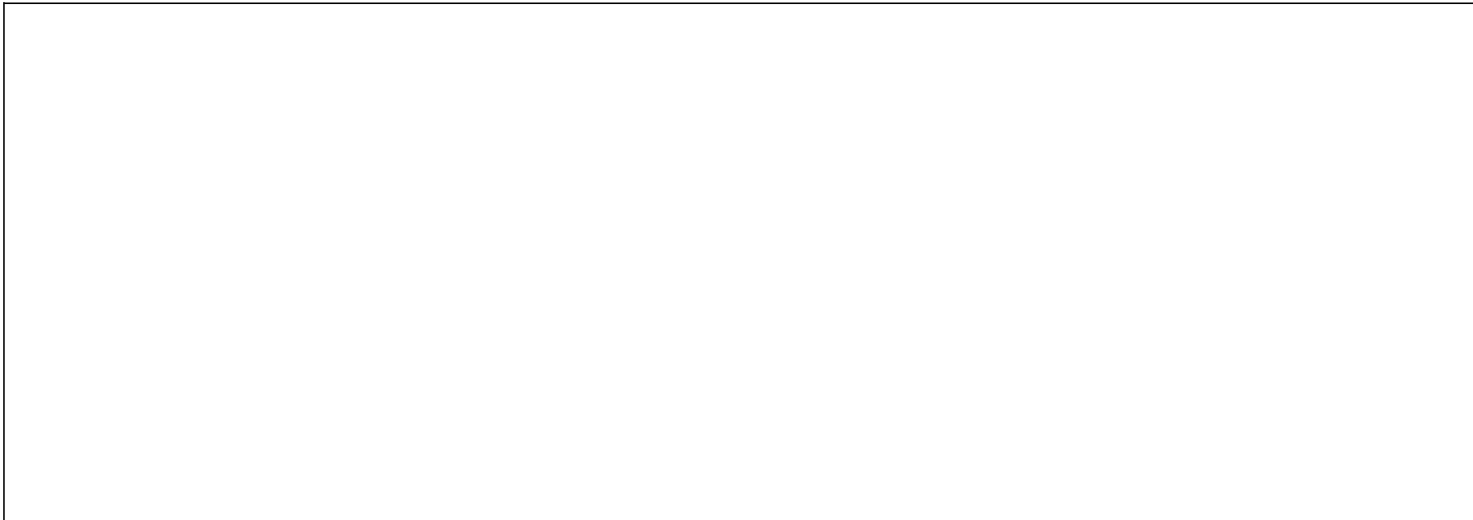
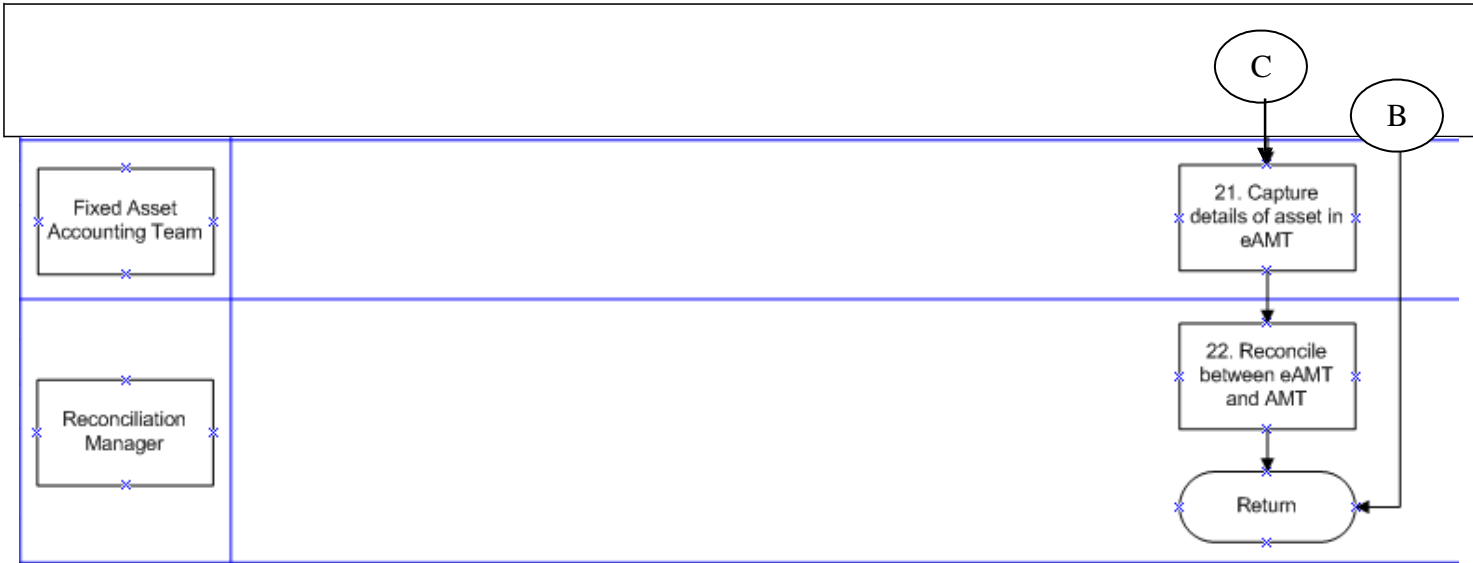
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0.	Start			Event Driven		Format: FM.1 and FM.5

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
1.	Raise request for Change/Addition/Deletion or Master updation in Asset Database	<p>For any changes in Asset database, requester will submit the request to SERVICE PROVIDER IT Head.</p> <p>Refer to Change in Asset Database Request Format.</p> <p>Change: For change in the Asset Database attributes,</p> <p>Addition: for Assets Pertaining to installation dates less than Current Month. Attach complete details as per the Requirement of Tool/database in a separate sheet</p> <p>Deletion: for Assets Pertaining to installation dates less than Current Month</p> <p>Master Updation : For addition in existing field, Addition/ Deactivation/ Rights change in User ID refer Master Updation Form.</p>	Local SPOC			
2.	Is this a Deletion in the database?	<p>If the request is for deletion in the asset database, then proceed to next step to check if it is customer owned.</p> <p>If yes proceed to step 5.5.</p> <p>If No, proceed to step 5.3</p>	Local SPOC			
3.	Client IT Head Focal Approved?	<p>If yes, goto step 5.6</p> <p>If No, end the process</p>	Local SPOC			
4.	SERVICE PROVIDER IT Head Approved?	<p>If yes, goto step 5.4 to take finance approval</p> <p>If No, end the process</p>	Local SPOC			
5.	Finance approval received?	<p>If yes, goto next step of 5.6, to Coordinate IMAC</p>	Local SPOC			
6.	Asset Register Update	<p>If IMAC, is done for either deletion of IDs or any other change/add, update the Asset Register.</p> <p>End the process</p>	Asset Team			

Addition of Server Devices Procedure







Narration for Work Procedure

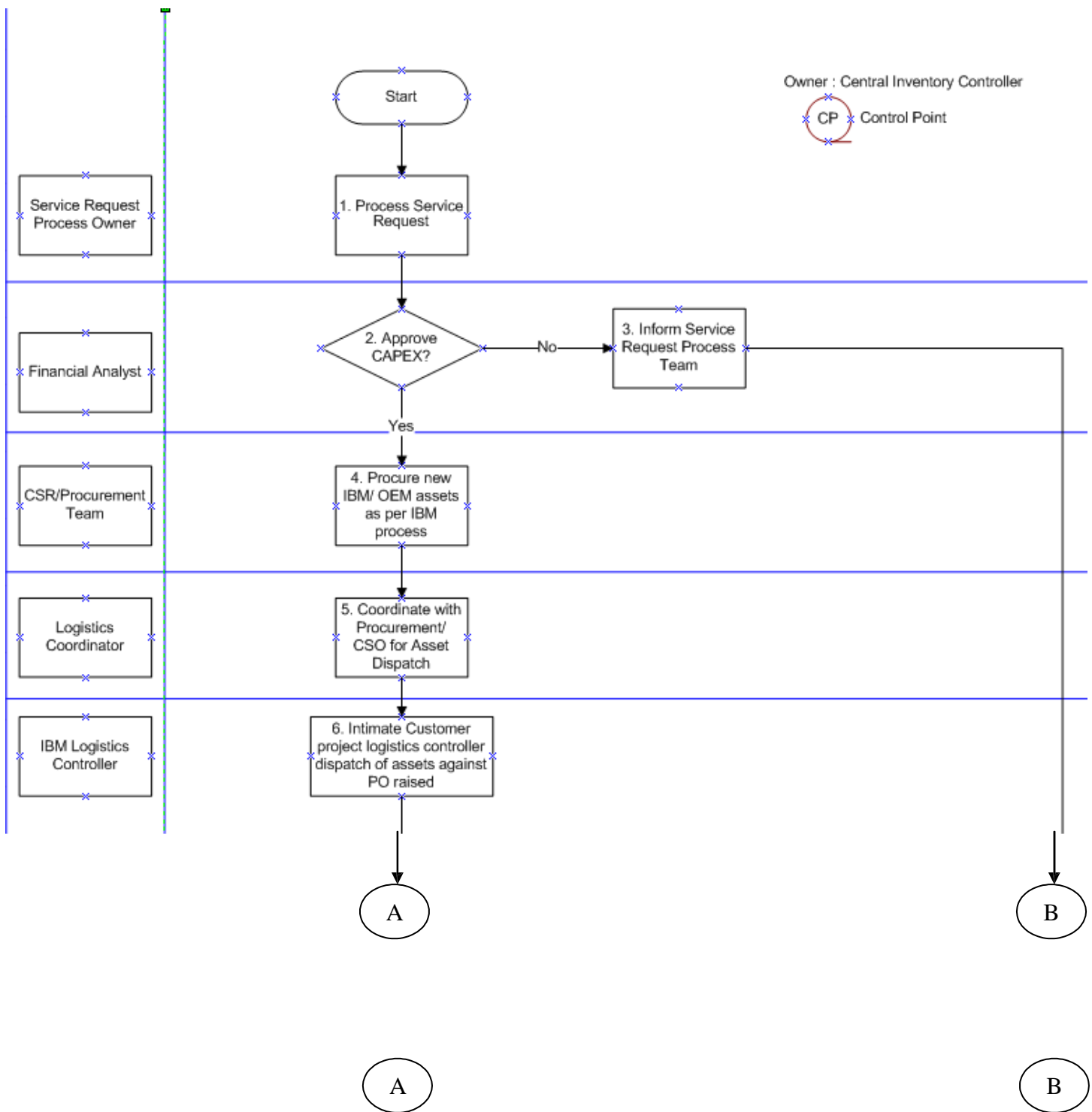
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0.	Start			Event Driven		Format: FM.1
1.	Process Service Request	Internal Service Request process receives request for new assets. Approvals are obtained as defined in Service Request process before forwarding the request to CSO/ Procurement	Service Request Process Owner	On receipt of new asset request		
2.	Approve Capex	Capex is approved on the tool	Financial analyst	On processing Service Request		
3.	Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process	CSO/ Procurement procures new asset as per SERVICE PROVIDER defined process	CSR/ Procurement process	On receipt of approved request		
4.	Coordinate with Procurement/ CSO for Asset Dispatch	Coordinates with procurement/ CSO departments for shipment of assets to Client location. Any delay in shipments/ short shipments etc. is handled by him	Logistics Coordinator	On receipt of approved Service Request list		
5.	Intimates Client project logistics controller dispatch of assets against PO raised	A weekly excel sheet is sent by SERVICE PROVIDER logistic controller giving details of all assets dispatched against approved Service Request	SERVICE PROVIDER logistics controller	Every week on Monday		
6.	Sends a pre-alert to locations and the Service Request raiser ,informing them about the assets dispatched against the Service Request	A pre-alert mail containing details of Service Request and the assets being dispatched in the consignment are written so that the location makes available space and manpower for receiving the goods	Client Project Logistic Controller	On receipt of communication from SERVICE PROVIDER Logistics controller		
7.	Enters details of assets received in Goods inwards register. Mentioning	A goods inward register is maintained by Local security who maintains a Goods inward register for entering details of whatever goods enters the location. All accompanying	Location security	On receipt of goods at the		

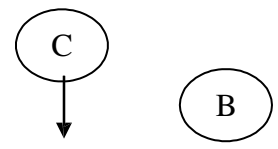
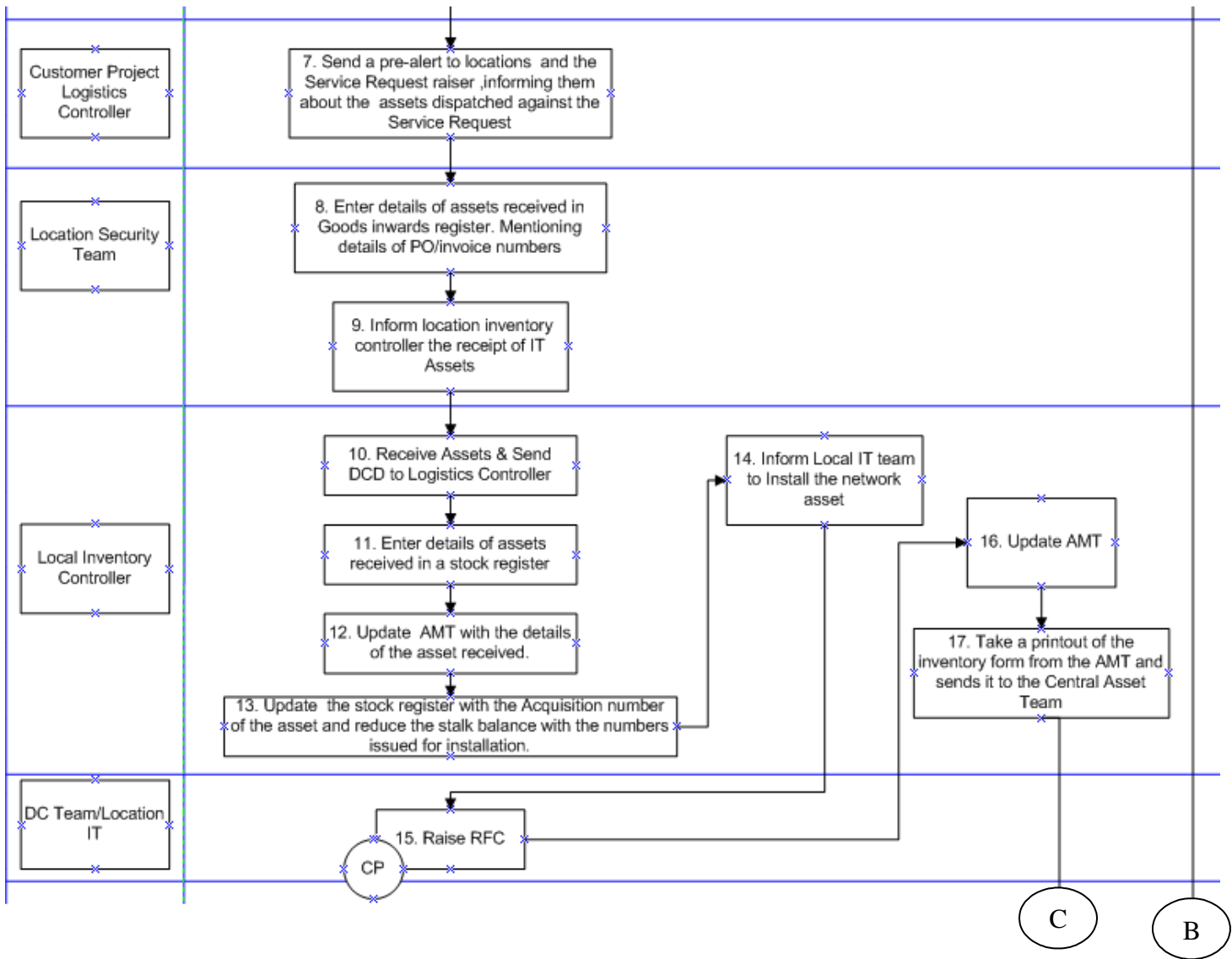
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	details of PO/invoice numbers	documents are to stamped by the security and the Goods inward entry number and date to be mentioned on each of them		location		
8.	Informs location inventory controller the receipt of IT Assets	Location security sends supporting documents of the goods received to the location inventory controller requesting him to verify the consignment and take physical charge of them	Location Security	After entering details of consignment received in the Goods inward register		
9.	Receive Assets & Send DCD to Logistics Controller	Assets received. Local inventory controller is SERVICE PROVIDER employee/ contractor, who received the assets, verifies the same, receives delivery challan and acknowledges Delivery Completion Document (DCD). DCD is sent back to logistics coordinator.	Local Inventory Controller	On receipt of goods arrival notice from Local security		
10.	Enters details of assets received in a stock register	The stock register will have separate sheets for each separately identifiable part code. Details of the Asset , the Goods inward register serial number and date , the PO/Invoice & Service Request number of the consignment will be entered.	Local Inventory controller	On receipt of asset from Local security		
11.	Updates Maximo with the details of the asset received.	The asset status will be shown as "" STOCK"" in the Maximo tool.	Location inventory controller	After entering details of assets in the stock register		
12.	Updates the stock register with the Acquisition number of the asset and reduce the stalk balance with the numbers issued for installation	On Updation of asset details in Maximo the system automatically generates a unique acquisition number .This number is to mentioned against each entry in the stock register which will be a control point for ensuring all receipts are updated in the Maximo tool	Location inventory controller	After updation of Maximo		

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
13.	Informs ITS to Install the server	ITS installs the server and prepares a installation report to be signed off by the Local Inventory controller/User of the Server	Location Inventory Controller			
14.	Raise RFC	Datacenter Team/ Location IT raises request for Change for bringing the Server into live/production environment (Installation) alongwith filling checklist. Once installation is complete, Datacenter Team/ Location IT updates Local Inventory Controller	Datacenter Team/ Location IT			Control Point: CP.8
15.	Update Maximo	Update Maximo tool with the pending additional asset details and changes the status of the server to "live"	Local Inventory Controller	After installation of asset		
16.	Takes a printout of the inventory form from the Maximo and sends it to the Central Asset Team	Inventory form is system generated based on the details of the asset updated in the Maximo	Local inventory controller	After updation of Maximo		
17.	Obtain DCD from location	Receive and file DCD as proof of delivery of assets	Logistics Coordinator	After Delivery of asset		
18.	Obtain Inventory Installation Report	Receive and file Inventory Installation Report / Inventory form received from local inventory controller	Central Inventory Controller	After installation of asset		
19.	Check accuracy of data in Maximo	Verify accuracy of data entered in Maximo with Service Request details and DCD. Any changes required are communicated to local inventory controller, who modifies the data.	Central Inventory Controller	On receipt of inventory form from location		
20.	Capture details of asset in eAMT	FAA team captures the asset data from CSO/ Procurement system to CWIP and move to SAP eAMT after 60 days from invoice date.	Fixed Assets Accounting	On dispatch of asset to Client Project		

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
21.	Reconcile between eAMT and Maximo	Periodical reconciliation of eAMT and Maximo data as per reconciliation process defined in this document.	Reconciliation Manager	As per SERVICE PROVIDER India policy on Reconciliation		
22.	Return	Return to the calling process				

Addition of Network Devices Procedure







Narration for Work Procedure

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Event Driven		Format: FM.1
1.	Process Service Request	Internal Service Request process receives request for new assets. Approvals are obtained as defined in Service Request process before forwarding the request to CSO/ Procurement.	Service Request Process Owner	On receipt of new asset request		
2.	Approve Capex	Capex is approved on the tool.	Financial analyst	On processing Service Request		
3.	Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process	CSO/ Procurement procures new asset as per SERVICE PROVIDER defined process	CSR/ Procurement process	On receipt of approved request		
4.	Coordinate with Procurement/ CSO for Asset Dispatch	Coordinates with procurement/ CSO departments for shipment of assets to Client location. Any delay in shipments/ short shipments etc. is handled by him.	Logistics Coordinator	On receipt of approved Service Request list		
5.	Intimates Client project logistics controller dispatch of assets against PO raised	A weekly excel sheet is sent by SERVICE PROVIDER logistic controller giving details of all assets dispatched against approved Service Request	SERVICE PROVIDER logistics controller	Every week on Monday		
6.	Sends a pre-alert to locations and the Service Request raiser ,informing them about the assets dispatched against the Service Request	A pre-alert mail containing details of Service Request and the assets being dispatched in the consignment are written so that the location makes available space and manpower for receiving the goods	Client Project Logistic Controller	On receipt of communication from SERVICE PROVIDER Logistics controller		

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
7.	Enters details of assets received in Goods inwards register. Mentioning details of PO/invoice numbers	A goods inward register is maintained by Local security who maintains a Goods inward register for entering details of whatever goods enters the location. All accompanying documents are to stamped by the security and the Goods inward entry number and date to be mentioned on each of them	Location security	On receipt of goods at the location		
8.	Informs location inventory controller the receipt of IT Assets	Location security sends supporting documents of the goods received to the location inventory controller requesting him to verify the consignment and take physical charge of them	Location Security	After entering details of consignment received in the Goods inward register		
9.	Receive Assets & Send DCD to Logistics Controller	Local inventory controller is SERVICE PROVIDER employee/ contractor, who received the assets, verifies the same, receives delivery challan and acknowledges Delivery Completion Document (DCD). DCD is sent back to logistics coordinator	Local Inventory Controller	On receipt of goods arrival notice from Local security		
10.	Enters details of assets received in a stock register	The stock register will have separate sheets for each separately identifiable part code. Details of the Asset , the Goods inward register serial number and date , the PO/Invoice & Service Request number of the consignment will be entered.	Local Inventory controller	On receipt of asset from Local security		
11.	Updates Maximo with the details of the asset received.	The asset status will be shown as "" STOCK" in the Maximo tool.	Location inventory controller	After entering details of assets in the stock register		
12.	Updates the stock register with the Acquisition number of the asset and reduces the stock balance with the numbers issued for installation	On Updation of asset details in Maximo the system automatically generates a unique acquisition number .This number is to mentioned against each entry in the stock register which will be a control point for ensuring all receipts are updated in the Maximo tool.	Location inventory controller	After updation of Maximo		

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
13.	Informs Local IT team to Install the network asset	IT Team installs the Network device	Location Inventory Controller	After space power and all utilities are in place for the installation of the Network device		
14.	Raise RFC	Network Team/ Location IT raises request for Change for bringing the Network device into live/production environment (Installation). Once installation is complete, Network Team/ Location IT updates Local Inventory Controller	Network Team/ Location IT			Control Point: CP.9
15.	Update Maximo	Update Maximo tool with the pending additional asset details and changes the status of the network device to "live"	Local Inventory Controller	After installation of asset		
16.	Takes a printout of the inventory form from the Maximo and sends it to the Central Asset Team	Inventory form is system generated based on the details of the asset updated in the Maximo	Local inventory controller	After updation of Maximo		
17.	Obtain DCD from location	Receive and file DCD as proof of delivery of assets	Logistics Coordinator	After Delivery of asset		
18.	Obtain Inventory Installation Report	Receive and file Inventory Installation Report / Inventory form received from local inventory controller	Central Inventory Controller	After installation of asset		
19.	Check accuracy of data in Maximo	Verify accuracy of data entered in Maximo with Service Request details and DCD . Any changes required are communicated to local inventory controller, who modifies the data.	Central Inventory Controller	On receipt of inventory form from location		

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
20.	Capture details of asset in eAMT	FAA team captures the asset data from CSO/ Procurement system to CWIP and move to SAP eAMT after 60 days from invoice date.	Fixed Assets Accounting	On dispatch of asset to Client Project		
21.	Reconcile between eAMT and Maximo	Periodical reconciliation of eAMT and Maximo data as per reconciliation process defined in this document.	Reconciliation Manager	As per SERVICE PROVIDER India policy on Reconciliation		
22.	Return	Return to the calling Process				

Movement of SERVICE PROVIDER Owned Servers/Racks/Storage and Network devices Procedure

Owner : Central Inventory Controller



Location IT Head /
DC head/Central
network Team

Start

1. Prepares list of assets to be moved
(along with RFC no. of Production
equipments, for equipments in non-
production or test environment RFC is
not required)



2. Informs Customer project Logistics
controller details of assets to be
moved.

Logistics
Controller /
coordinator

3. Informs Central Inventory Controller
details of the assets to be moved

4. Is Asset details in the
Template matches with
records in AMT?

No

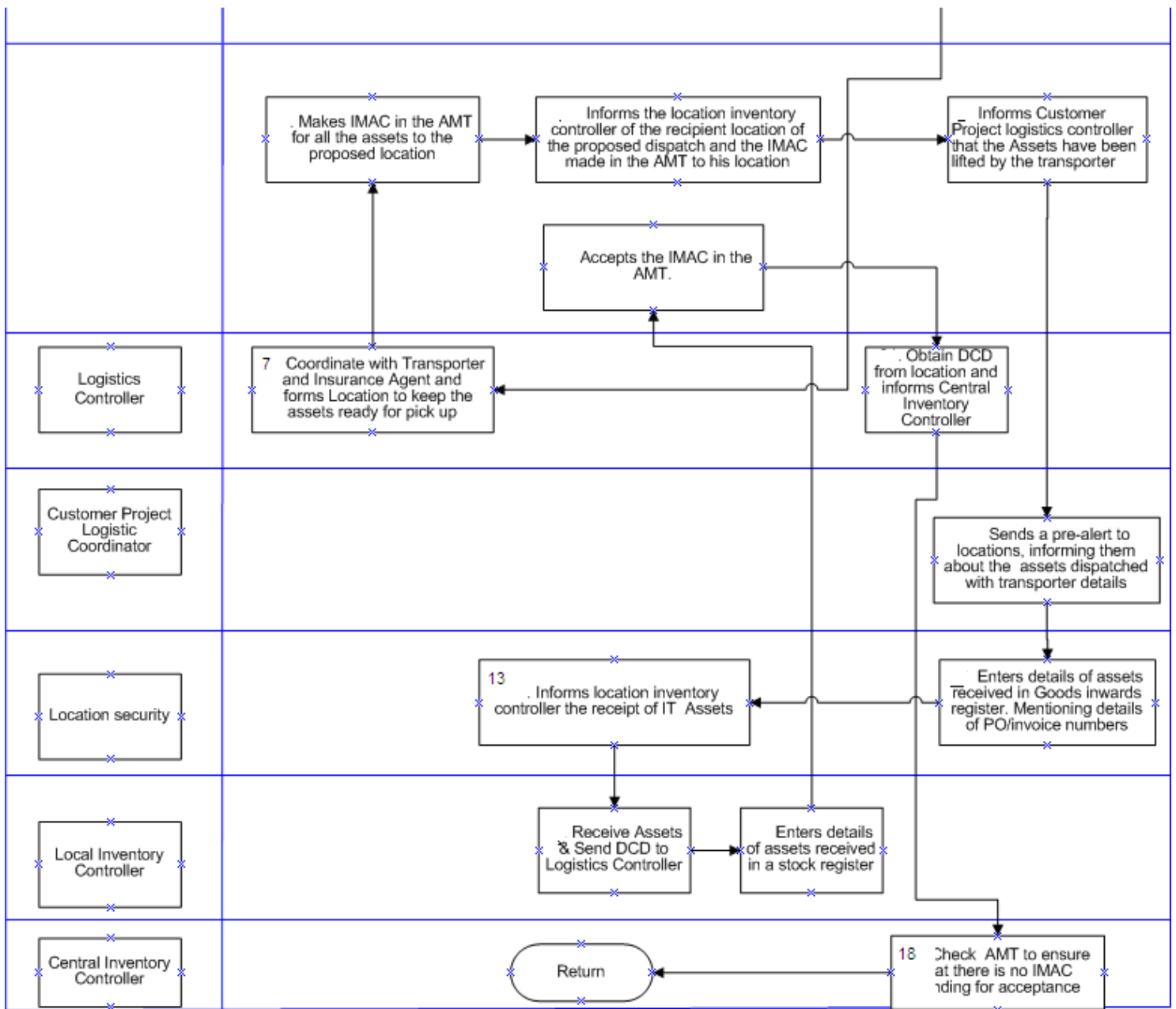
5. Informs Location IT Head /
DC head/Central network
Team to update AMT with the
asset details

Yes

Central Inventory
Controller

6. If details match with AMT then Informs the the logistics
Controller that details are correct and the assets can be
moved





Narration for Work Procedure

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Event Driven		Format: FM.1 and FM.4
1.	Prepares list of assets to be moved	<p>Along with RFC no. of Production equipments, for equipment in non-production or test environment RFC is not required</p> <p>For Server and Network equipment in non-production environment directly proceed to next step.</p>	Location IT Head / DC head/Central network Team	After approval of RFC for server and network equipments in production environment		Control Point: CP.10
2.	Informs Client project Logistics controller details of assets to be moved.	Prepares details of assets to be moved in standard movement detail <i>template</i> of Logistics department	Location IT Head / DC head/Central network Team	After List is prepared based on approved RFC		
3.	Informs Central Inventory Controller details of the assets to be moved	Forwards the filled template received from Location to Central Inventory Controller	Client Project Logistics controller	On receipt of Template from location		
4.	Checks in the Maximo whether Asset details in the Template matches with the it.	Checks each asset in the Maximo by Serial number & Acquisition number mentioned in the Template	Central Inventory Controller	On Receipt of movement information from Client project logistics controller		
5.	If details match with Maximo then Informs the logistics Controller that details are correct and the assets can be moved , otherwise asks location to update Maximo with the asset details	Coordinates with local Inventory controller to ensure correct updation of the Maximo with the asset details	Central Inventory Controller	After checking details of assets to be moved from Template with Maximo		

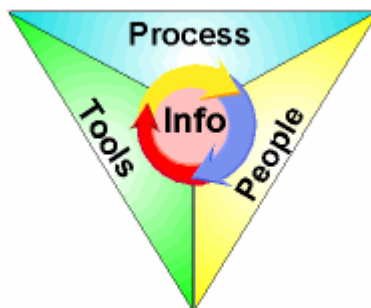
S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
6.	Informs Central Inventory Controller with Updation of Amt and sends revised template	Based on discrepancy feedback from Central Inventory Controller on details in Template	Location Inventory Controller	On receipt of discrepancy note from Central Inventory Controller		
7.	Coordinate with Transporter and Insurance Agent and informs Location to keep the assets ready for pick up	Coordinates with Transporter and Insurance agent for shipment of the assets to the proposed location. Delay in shipments and short shipments are handled by him. Also coordinates with both the locations for Sales Tax forms and Road permits	Logistics Controller	On receipt of approved Template from Central Inventory Controller		
8.	Makes IMAC in the Maximo for all the assets to the proposed location	Updates details of the assets to be moved through the IMAC module in the Maximo to the proposed location	Location Inventory Controller	On receipt of movement readiness confirmation from Client Project logistics controller		
9.	Informs the location inventory controller of the recipient location of the proposed dispatch and the IMAC made in the Maximo to his location	Sends details of assets to be dispatched (approved Template) to the Location Inventory controller of the recipient location. Also informs him of the IMAC made in the Maximo Tool and requests him to accept the IMAC on receipt of the Assets at his location	Location Inventory Controller	After Making IMAC updations in Maximo		
10.	Informs Client Project logistics controller that the Assets have been lifted by the transporter	Sends transporter's dispatch document details	Location Inventory Controller	On the Assets being lifted by the Transporter		
11.	Sends a pre-alert to locations ,informing them about the assets dispatched with transporter details	A pre-alert mail containing details of assets being dispatched in the consignment are written so that the location makes space and manpower available for receiving the goods	Client Project Logistic Coordinator	On receipt of communication from location inventory controller that the assets have been		

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
				lifted by the transporter		
12.	Enters details of assets received in Goods inwards register. Mentioning details of PO/invoice numbers	A goods inward register is maintained by Local security who maintains a Goods inward register for entering details of whatever goods enters the location. All accompanying documents are to stamped by the security and the Goods inward entry number and date to be mentioned on each of them	Location security	On receipt of goods at the location		
13.	Informs location inventory controller the receipt of IT Assets	location security sends supporting documents of the goods received to the location inventory controller requesting him to verify the consignment and take physical charge of them	Location Security	After entering details of consignment received in the Goods inward register		
14.	Receive Assets & Send DCD to Logistics Controller	Assets received at Client location. Local inventory controller is SERVICE PROVIDER employee/ contractor, who received the assets, verifies the same, receives delivery challan and acknowledges Delivery Completion Document (DCD). DCD is sent back to logistics coordinator.	Local Inventory Controller	On receipt of goods arrival notice from Local security		
15.	Enters details of assets received in a stock register	The stock register will have separate sheets for each separately identifiable part code. Details of the Asset , the Goods inward register serial number and date , the PO/Invoice & Service Request number of the consignment will be entered.	Local Inventory controller	On receipt of asset from Local security		
16.	Accepts the IMAC in the Maximo	Verifies the IMAC pending acceptance for the consignment received with individual details of the asset received . If Correct accepts the IMAC by which his location Maximo is automatically updated with the asset details. Informs	Location inventory controller	After entering details of assets in the stock register		

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
		Logistic controller of any short shipment				
17.	Obtain DCD from location and informs Central Inventory Controller	Receive and file DCD as proof of delivery of assets	Logistics Controller	After Delivery of asset		
18.	Check Maximo to ensure that there is no IMAC pending for acceptance	Ensures that there is no IMAC pending acceptance by coordinating between both the locations	Central Inventory Controller	On receipt of DCD from Client Project logistic controller		
19.	Return	Return to the calling Process				

Procedure (SOP) Document
SOP. Software Asset Management

Client - SERVICE PROVIDER India Pvt. Ltd.



This is an SERVICE PROVIDER and Client confidential document and is for internal use only. None of this information shall be divulged to persons other than SERVICE PROVIDER and Client employees, or individuals or organizations authorized by SERVICE PROVIDER in accordance with existing policy regarding release of company information.

. Addition of New Software for Application Development on SERVICE PROVIDER Owned Assets
Procedure

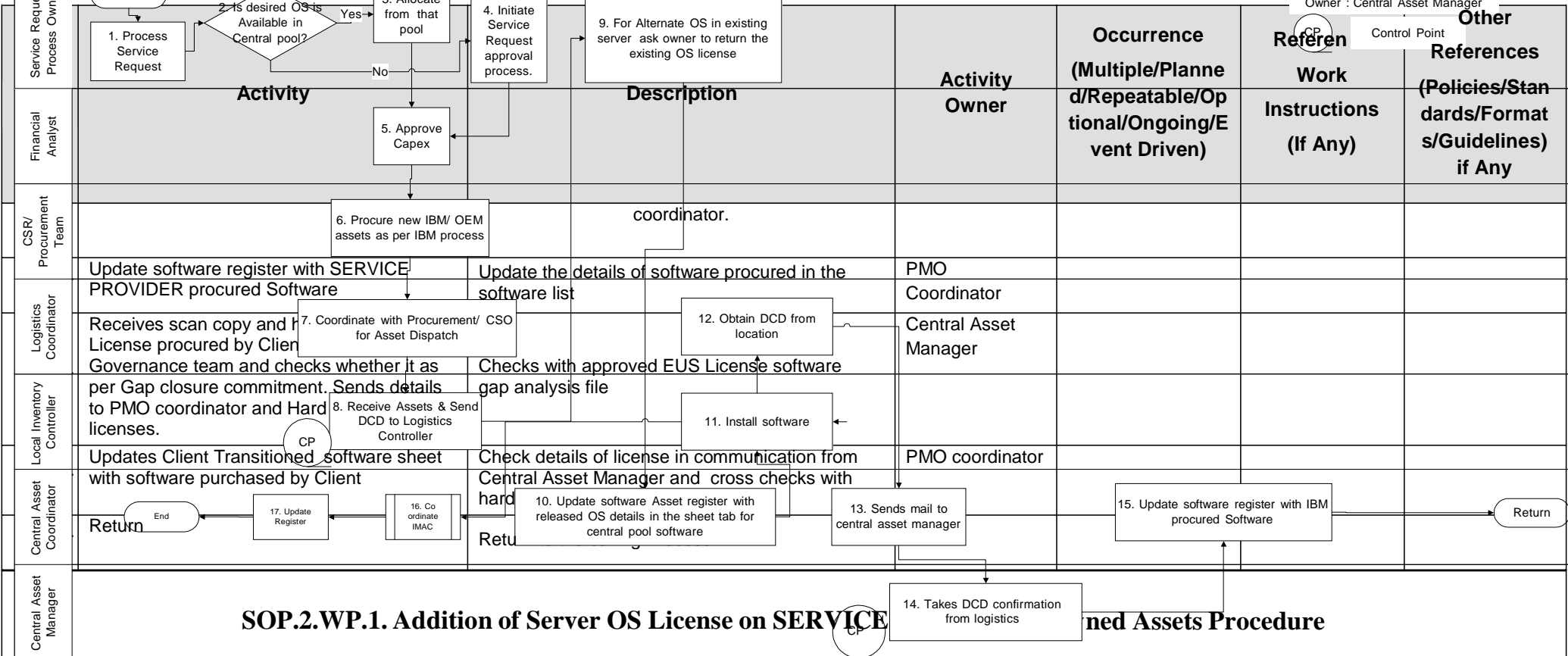
.Key Performance Indicator (KPI)	
KPI No.	KPI Description
OV.4.1	Prepare gap report for all the software installed in PCs & servers (Download of all installations from the auto scan database)
OV.4.2	Close gaps by procuring licenses or uninstalling software (Download of all installations from the auto scan database)

[Reference: Standard Process section OV.4.](#)

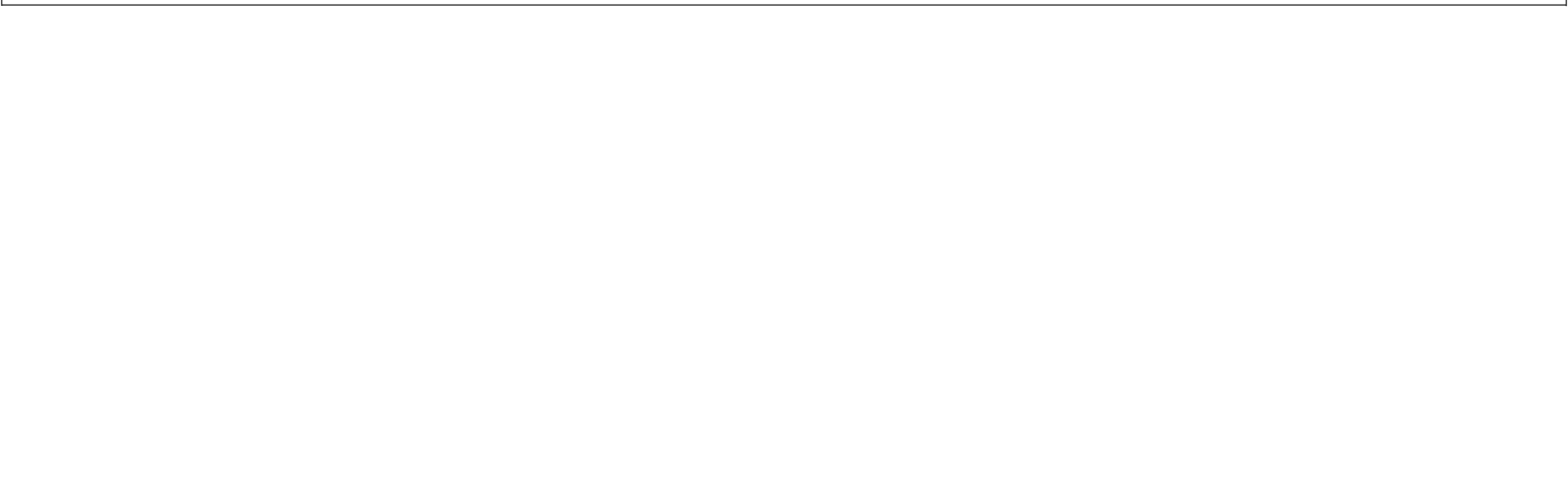
Narration for Work Procedure

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
15.	Start			Event Driven		Format: FM.1, FM.2 and FM.3 Policy: OV.8.2
16.	Prepare EUS software gap analysis as per contract deliverables, and submits file to Central asset Manager for approval	Takes a download of all EUS PC installations from the Asset Register. Of N+1 quarter .Calculates SERVICE PROVIDER & Client Commitment as per contract terms. Takes count of license procured by SERVICE PROVIDER & Client till date. Finds gap in commitment.	Software license management – Central asset coordinator	After one month of every quarter		
17.	Checks the EUS software Gap calculation , if found correct submits to Client Governance for approval, if not correct sends it back to Central Asset Coordinator for correction and re-submission	Checks 1) contract 2) software asset Register maintained by PMO team 3) List of software handed over by Client on Transition	Central Asset Manager			
18.	Discusses Gap analysis with Client Governance and freezes SERVICE PROVIDER & Client Commitment	Based on Gap Analysis file and Asset Register. And contractual terms a consensus are reached for SERVICE PROVIDER & Client commitments.	Central Asset Manager			
19.	Submits approved EUS Software gap analysis file to PMO Manager for Approval		Central Asset Manager			
20.	If finds EUS gap closure file correct , approves the same for initiating procurement of licenses to close Gaps ,otherwise sends it back to the central asset manager for correction suggested	Checks contractual commitments and artifacts for PC & license in hand count	PMO Manager			
21.	Raises a Service Request for the commitment to be met by SERVICE PROVIDER	On the Service Request tool	Central Asset Manager			
22.	Process Service Request	Service Request process receives request for new software. Approvals are obtained as defined in Service Request process before forwarding the	Service Request Process Owner			

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
		request to CSO/ Procurement Team				
23.	Approve Capex	Capex is approved on the tool	Financial analyst			
24.	Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process	CSO/ Procurement procures new asset as per SERVICE PROVIDER defined process	CSR/ Procurement Team			
25.	Coordinate with Procurement/ CSO for Asset Dispatch	Coordinates with procurement/ CSO departments for shipment of assets. Such software and media are received by Logistics controller. Copy of media is prepared and sent it to Locations along with copy of license. Original media is retained at PMO office	Logistics Coordinator			
26.	Receive Assets & Send DCD to Logistics Controller	Media received at Client location. Local inventory controller is SERVICE PROVIDER employee/ contractor, who received the assets, verifies the same, receives delivery challan and acknowledges Delivery Completion Document (DCD). DCD is sent back to logistics coordinator.	Local Inventory Controller			
27.	Install software	Install software as defined in Coordinate IMACs process. Update details of software installed in Maximo.	Local Inventory Controller			Control Point: CP.1
28.	Coordinate IMAC	For installation of the software the process of IMAC will be followed.				
29.	Obtain DCD from location	Receive and file DCD as proof of delivery of assets	Logistics Coordinator			
30.	Sends mail to central asset manager	Sends mail weather software has been installed	PMO Coordinator			
31.	Takes DCD confirmation from logistics	Checks scan copy of license, and Check updation in software register. If found correct , then approve for payment If not found ok, reject the goes back to PMO	Central Asset Manager			Control Point: CP.2



SOP.2.WP.1. Addition of Server OS License on SERVICE Procured Assets Procedure



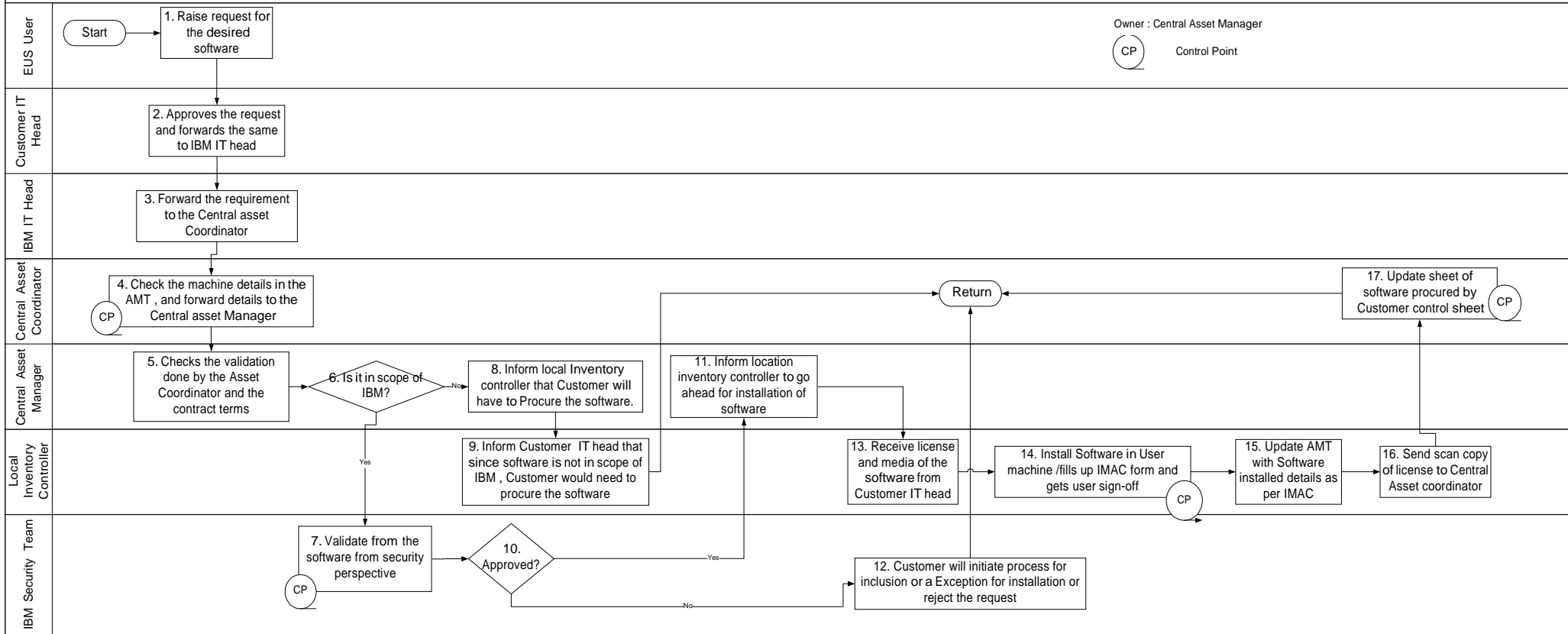
Narration for Work Procedure

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Event Driven		Format: FM.1 Policy: OV.8.9
1.	Process Service Request	Service Request process receives request for OS for new server /alternate OS for existing Server. Approvals are obtained as defined in Service Request process before forwarding the request to CSO/ Procurement.	Service Request Process Owner			
2.	Check with PMO Coordinator whether desired OS is Available in Central pool, if yes allocate from that pool , otherwise initiate Service Request approval process	PMO Coordinator will check in Software asset register in the sheet for central pool software , if found will allocate to the Server , mentioning the acquisition of the old Server or if for new server mention the Service Request number for the new server	Service Request Process Owner			
3.	Approve Capex	Capex is approved on the tool	Financial analyst			
4.	Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process	CSO/ Procurement procures new asset as per SERVICE PROVIDER defined process	CSR/ Procurement Team			
5.	Coordinate with Procurement/ CSO for Asset Dispatch	Coordinates with procurement/ CSO departments for shipment of assets. Such software and media are received by Logistics controller. Copy of media is prepared and sent it to Locations along with copy of license. Original media is retained at PMO office.	Logistics Coordinator			
6.	Receive Assets & Send DCD to Logistics Controller	Media received at Client location. Local inventory controller is SERVICE PROVIDER employee/ contractor, who received the assets, verifies the same, receives delivery	Local Inventory Controller			Control Point: CP.3

S.No.	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
		challan and acknowledges Delivery Completion Document (DCD). DCD is sent back to logistics coordinator.				
7.	For Alternate OS in existing server ask owner to return the existing OS license	Hard copy of OS license and Media to be returned to PMO coordinator	Service Request Process owner			
8.	Update software Asset register with released OS details in the sheet tab for central pool software	Open a sheet in the software asset register "Central Pool Software" and update details of the OS released	PMO Coordinator			
9.	Install software	Install software as defined in Coordinate IMACs process. Update details of software installed in Maximo.	Local Inventory Controller			
10.	Obtain DCD from location	Receive and file DCD as proof of delivery of assets	Logistics Coordinator			
11.	Sends mail to central asset manager	Sends mail whether software has been installed	PMO Coordinator			
12.	Takes DCD confirmation from logistics	<ul style="list-style-type: none"> • Checks scan copy of license, and • Check updation in software register. If found correct , then approve for payment If not found ok, reject the goes back to PMO coordinator.	Central Asset Manager			Control Point: CP.4
13.	Update software register with SERVICE PROVIDER procured Software	Update the details of software procured in the software list	PMO Coordinator			
14.	Return	Return to the calling process				

Install Non-Standard EUS software on SERVICE PROVIDER/Client Owned Assets Procedure

A55.B.SOP.3.WP.1. Install Non-Standard EUS software on IBM/Client Owned Assets Procedure



Narration for Work Procedure

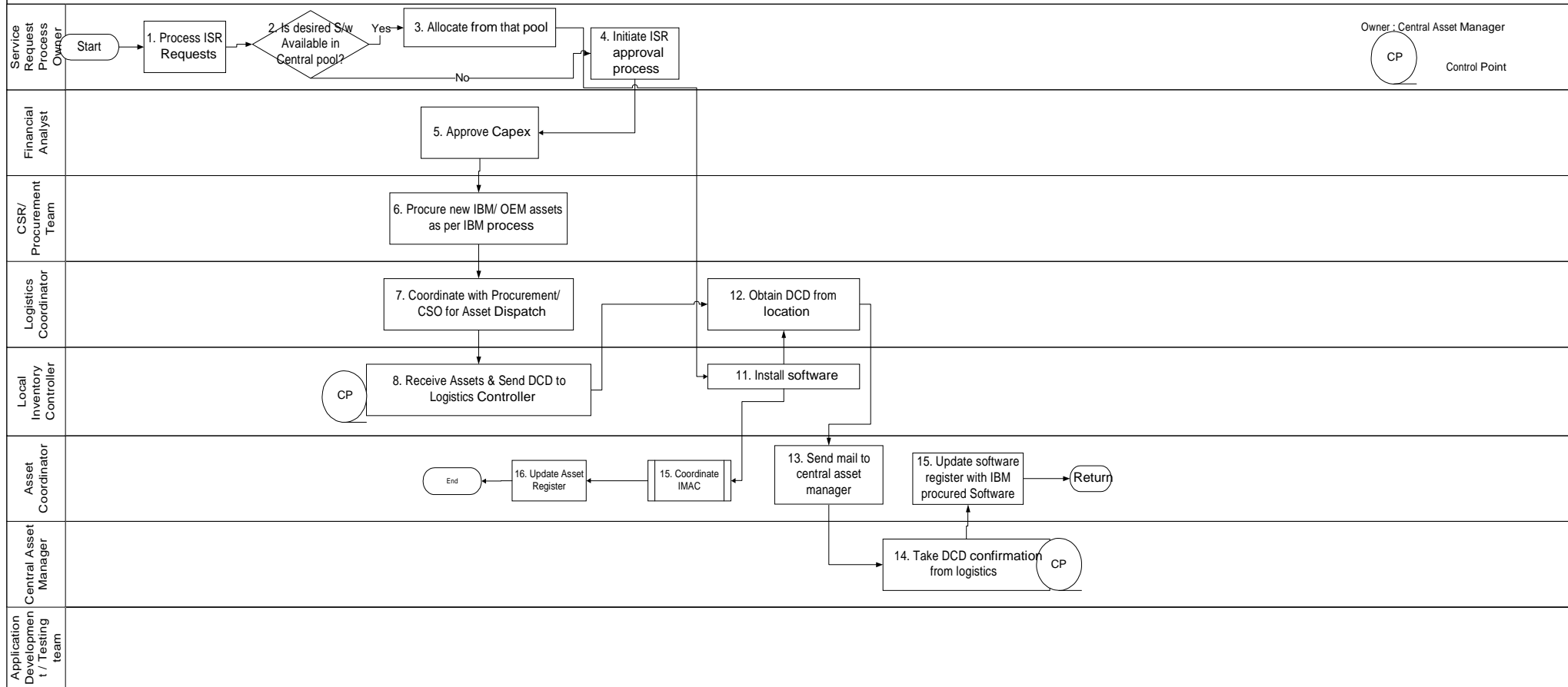
S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Event Driven		Format: FM.1, FM.2 and FM.4 Policy: OV.8.2
1.	Raises request for the desired software	Sends a mail to Client IT Head giving details of his work profile which needs the installation of the desired software and details of his PC (serial number/make/model)	EUS user			
2.	If satisfied, Approves the request and forwards the same to SERVICE PROVIDER IT head	Checks the technical need and work profile of the user and if satisfied approves the request	Client IT Head			
3.	Checks need and if satisfied forwards the requirement to the Central asset Coordinator	Checks technical justification of the user, checks the details of the PC in the Maximo and if satisfied , forwards the request to the Central Asset coordinator with the acquisition details of the PC	SERVICE PROVIDER IT Head			
4.	Checks the machine details in the Maximo , and forwards details to the Central asset Manager	Checks from the serial number of the PC, whether the PC is registered in the Maximo. It is in Live status and also whether the Classification of the machine is as defined in the contract for the desired software	Central Asset Coordinator			Control Point: CP.5
5.	Checks the validation done by the Asset Coordinator and the contract terms .If not in scope of SERVICE PROVIDER informs local Inventory controller that Client will have to Procure the software. In Parallel sends details of software to SERVICE	Checks details of the asset in the Maximo, goes thru the technical justification of the need and also the eligibility of the software as per the contract terms	Central Asset Manager			

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
	PROVIDER security team for validation from security perspective					
6.	Informs Client IT head that since software is not in scope of SERVICE PROVIDER , Client would need to procure the software	Informs through mail	Local inventory controller			
7.	Will validate the software from security perspective. If not included Client will initiate process for inclusion or an exception for installation or reject the request	Will follow security verification process	SERVICE PROVIDER security Team			Control Point: CP.6
8.	If software is approved from SERVICE PROVIDER security , informs location inventory controller to go ahead for installation of software	Forwards mail of the security team as a artifact with approval for installation or instructions not to install	Central Asset Manager			
9.	Receives license and media of the software from Client IT head	Receives hard copy of the license and the media	Local Inventory controller			
10.	Installs Software in User machine /fills up IMAC form and gets user sign-off. (Coordinate IMACs is a external process)	Goes to user machine and installs software through the media and license key details	Local Inventory controller			Control Point: CP.7
11.	Updates Maximo with Software installed details as per IMAC. (Coordinate IMACs is a external process)	Takes IMAC form and updates Maximo tool/database for the specific acquisition number	Local Inventory Controller			
12.	Sends scan copy of license to Central Asset coordinator	Sends scan copy by mail to Central asset Coordinator	Local Inventory controller			

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
13.	Updates sheet of software procured by Client control sheet	Updates details of the license procured and acquisition details of the Asset in which the software has been installed	Central asset Coordinator			Control Point: CP.8
14.	Return	Return to the calling process				

Addition of New Software for Application Development on SERVICE PROVIDER Owned Assets Procedure

A55.B.SOP.4.WP.1. Addition of New Software for Application Development on IBM Owned Assets Procedure



Narration for Work Procedure

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
0.	Start			Event Driven		Format: FM.1, FM.2 and FM.4 Policy: OV.8.2
1.	Process Service Request	Service Request process receives request for OS for new server /alternate OS for existing Server and new application software. Approvals are obtained as defined in Service Request process before forwarding the request to CSO/ Procurement Team.	Service Request Process Owner			
2.	Check with PMO Coordinator whether desired Software is Available in Central pool, if yes allocate from that pool , otherwise initiate Service Request approval process	PMO Coordinator will check in Software asset register ,in the sheet for central pool software , if found will allocate to the Software , mentioning the acquisition of the box or if for new box mention the Service Request number for the new box.	Service Request Process Owner			
3.	Approve Capex	Capex is approved on the tool	Financial analyst			
4.	Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process	CSO/ Procurement procures new asset as per SERVICE PROVIDER defined process	CSR/ Procurement Team			
5.	Coordinate with Procurement/ CSO for Asset Dispatch	Coordinates with procurement/ CSO departments for shipment of assets. Such software and media are received by Logistics controller. Copy of media is prepared and sent it to Locations along	Logistics Coordinator			

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
		with copy of license. Original media is retained at PMO office				
6.	Receive Assets & Send DCD to Logistics Controller	Media received at Client location. Local inventory controller is SERVICE PROVIDER employee/ contractor, who received the assets, verifies the same, receives delivery challan and acknowledges Delivery Completion Document (DCD). DCD is sent back to logistics coordinator.	Local Inventory Controller			Control Point: CP.9
7.	For Alternate Software in existing box ask owner to return the existing Software license	Hard copy of Application Software license and Media to be returned to PMO coordinator	Service Request Process owner			
8.	Update software Asset register with released software details in the sheet tab for central pool software	Open a sheet in the software asset register "Central Pool Software" and update details Application software released.	PMO Coordinator			
9.	Install software	Install software as defined in Coordinate IMACs process. Update details of software installed in Maximo.	Local Inventory Controller			
10.	Obtain DCD from location	Receive and file DCD as proof of delivery of assets	Logistics Coordinator			
11.	Sends mail to central asset manager	Sends mail whether software has been installed	PMO Coordinator			
12.	Takes DCD confirmation from logistics	Checks scan copy of license, and Check updation in software register.	Central Asset Manager			Control Point: CP.10

S.No	Activity	Description	Activity Owner	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Reference Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
		If found correct , then approve for payment If not found ok, reject the goes back to PMO coordinator				
13.	Update software register with SERVICE PROVIDER procured Software	Update the details of software procured in the software list	PMO Coordinator			
14.	Send mails to Application Development team for release of software	Where in the Service Request, the software has been procured for developing/testing an application and it is mentioned that the software will be released after testing/ development process	PMO Coordinator	After the end of the testing period as per the Service Request		
15.	Will uninstall and release the software and send confirmatory mail	In case project is over, the software will be uninstalled and released or else would put a request for extension of time period	Application Development / Testing team	On receipt of Service Request process owner		
16.	Update Central pool software sheet with released software details	Update central software pool sheet	PMO Coordinator	On receipt of mail confirmation from application development team		
17.	Follow up for release of software with Application development team	In case extension is requested by application team, Service Request owner will send mail to Application team after expiry of extension period	PMO Coordinator			
18.	Return	Return to the calling Process				

Formats

S. No.	Format Name	Description/Reference to use	Attachment
FM.1	Software Asset Register format	Format to share the Software details with Client	Common format.
FM.2	Standard EUS PC software list	Maintained list of softwares entitled for installation on PCs as agreed with Client	As given in the IMAC process.

Process Document

Hardware Asset Management

Client - SERVICE PROVIDER India Pvt. Ltd.



This is an SERVICE PROVIDER and Client confidential document and is for internal use only. None of this information shall be divulged to persons other than SERVICE PROVIDER and Client employees, or individuals or organizations authorized by SERVICE PROVIDER in accordance with existing policy regarding release of company information.

OV. Overview

This document describes the Hardware Asset Management process, which manages both SERVICE PROVIDER and Client owned/ rented assets as defined in Client-SERVICE PROVIDER Contract (also referred in the document as “Contract” or “Client Contract”).

Definition of an Asset –

Asset is any Resource or Capability. Assets of a Service Provider include anything that could contribute to the delivery of a Service. Assets can be one of the following types: Management, Organization, Process, Knowledge, People, Information, Applications, Infrastructure, and Financial Capital.

Purpose

The purpose of this document is to:

- Maintain up-to-date inventory information required for normal business operations
- Provide accurate asset report to Client.

Critical to Quality Statements of the Process (Objective)

- Track and monitor SERVICE PROVIDER & Client owned / Rented assets as per the Client – SERVICE PROVIDER Contract.
- Maintain up-to-date inventory information required for normal business operations.
- Provide asset report to Client.
- Maintain Asset register Accuracy as agreed with Client.
- Provide necessary inputs for SERVICE PROVIDER financials.

Scope

The Hardware Asset Management process applies to SERVICE PROVIDER owned and Client owned/ rented assets as defined in the contract with Client and all subsequent approved changes to these documents during the term of the contract.

Includes

- Inclusion of SERVICE PROVIDER owned & Client owned / rented assets as defined in the Client-SERVICE PROVIDER contract.
- Perform a periodic reconciliation of Inventory

Excludes

- Request to design and develop a new application
- Procure assets

.Key Performance Indicator (KPI)

KPI No.	KPI Description
OV.4.1	<p>Track and monitor SERVICE PROVIDER owned assets & Client owned /rented assets as defined in the Client – SERVICE PROVIDER contract.</p> <p>Track and monitor all SERVICE PROVIDER owned and Client owned / rented assets as defined in the Client –SERVICE PROVIDER contract and update Maximo tool database.</p> <ul style="list-style-type: none">• Assets along with their details populated in the asset database will be considered for the calculation of accuracy.• Deviations detected during physical verification should be reported asset wise and the details therein that are not captured properly to be reported to Client IT heads. Any change in the following fields should be approved by Client Governance and asset database should be updated accordingly. <ol style="list-style-type: none">1. Asset Type2. Company3. Classification4. Installation Date5. Status(should be notified)
OV.4.2	Provide Asset Register to SERVICE PROVIDER finance

<i>.Relationship with other processes</i>		
Other Process	Relationship	Input From (I)/ Output to (O)
Technology, Strategy & Refresh management	Receive current asset configuration in case of upgrade Provide Current Asset Inventory Details	I O
Request Fulfillment (Service Request) (EUS)	Asset information relating to an individual item or collection of asset items. Note: This asset information can assist in the fulfillment of the request. Information and details on altered assets to enable asset data to be validated and updated.	O
Coordinate IMACs (EUS)	<ul style="list-style-type: none"> • IMAC request record • Requirement to update the inventory database with the inventory changes resulting from the completed IMAC activity • List of software licenses used or freed up <ul style="list-style-type: none"> • Inventory database updated • IMAC request record updated • Software license usage database updated 	I O
Support Deskside (EUS)	<ul style="list-style-type: none"> • Requirement to transport equipment to Client location or return equipment to inventory, supplier, or Client-designated storage area 	O
Support Hardware (SSO)	<ul style="list-style-type: none"> • Request to handle pre-delivery preparation issues • Request to transport equipment to and from repair site <ul style="list-style-type: none"> • Pre-delivery preparation issues resolved • Request completed 	I O
Support Database (SSO)	<ul style="list-style-type: none"> • Details of incident with pre-delivery preparation <ul style="list-style-type: none"> • Resolution to pre-delivery preparation issue 	I O
Change Management	<ul style="list-style-type: none"> • Identify resources that will be needed to implement the proposed change. 	O

Other Process	Relationship	Input From (I)/ Output to (O)
	<ul style="list-style-type: none"> • Implemented Change Details 	I
Problem Management	<ul style="list-style-type: none"> • Details of the Assets where the analysis to be conducted. 	I
Configuration Management	<ul style="list-style-type: none"> • Share asset procurement (addition) details • Receive any configuration change details to reflect onto the Asset management Database 	O
Service Request	<ul style="list-style-type: none"> • Request for Addition of SERVICE PROVIDER Owned Assets 	I

Roles and Responsibilities

Role	Organization	Responsibilities
Local/Location Inventory Administrator	SERVICE PROVIDER	<p>The Inventory Administrator has the overall responsibility of administering the inventory related activities</p> <ul style="list-style-type: none"> • Notifying Central Inventory Controller when capital asset is delivered/disposed • Acting as the focal point with the Inventory Controller for the tagging of assets in the location • Updating the inventory database • Performing the periodic inventory exercises for the location (monthly, quarterly & annual) based on SERVICE PROVIDER India policy. • Reporting discrepancy or inconsistency between physical assets and asset register in the data to Inventory controller.
Central Inventory Controller	SERVICE PROVIDER	<p>The Central Inventory Controller has overall responsibility for controlling the inventory within the Client service delivery environment</p> <ul style="list-style-type: none"> • Notifying Financial Analyst and Fixed Asset Accounting when capital asset has installed/disposed • Interface between the SO Organization and FAA by performing the necessary administration and notification to FAA (wherever applicable) as part of their periodic inventory and reconciliation exercises. • Performing Inventory reporting at the account level • Update Asset Database with materials recd at locations • Obtain Inventory Installation Report • Check accuracy of data in Asset Management Database • Verify asset details in Asset Management Database • Prepare list of assets physically found, but not in books • Prepare list of assets in Asset Management Database but not physically found • Locate Assets not physically found • Provide List of SERVICE PROVIDER Assets as per Project register

Role	Organization	Responsibilities
		<ul style="list-style-type: none"> • Prepare Reconciliation Report • Take approval for write-off • Inform Financial Analyst Team on variances • Obtain Inventory Installation Report
Financial Analyst	SERVICE PROVIDER	<p>Financial analyst initiates asset reconciliation. Specific responsibilities include:</p> <ul style="list-style-type: none"> • Get Data from SAP, Capture details of asset in eAMT • Approve reconciled results. • Prepare ATB (Advise to Bill) • Approve write-off • Approve Capex
Logistics Coordinator	SERVICE PROVIDER	<ul style="list-style-type: none"> • Coordinate with Procurement/ CSO for Asset Dispatch • Obtain DCD from location
Local/Location Inventory Controller	SERVICE PROVIDER	<ul style="list-style-type: none"> • Receive Assets & Send DCD to Logistics Controller • Install new Assets • Update Asset Management Database • Summarize Client owned/ rented assets • Receive Assets & Send DCD to Logistics Controller • Enters details of assets received in a stock register • Updates Maximo tool with the details of the asset received • Updates the stock register with the Acquisition number of the asset and reduce the stock balance with the numbers issued for installation • Informs ITS to Install the server • Updates details of the assets to be moved through the IMAC module in the Asset Management Database to the proposed location

Role	Organization	Responsibilities
Reconciliation Manager	SERVICE PROVIDER	<ul style="list-style-type: none"> • Reconcile between eAMT and Asset Management Database • Resolve variances
Transition Team	Client/SERVICE PROVIDER	<ul style="list-style-type: none"> • Joint verification of assets at Client premises by SERVICE PROVIDER and Client. This also includes any joint verification done for acquisitions, done by Client.
Client IT Head	Client	<ul style="list-style-type: none"> • Signoff Joint Verification details • Procure of new assets/ rented assets • Approve updating Asset Management Database with asset details • Signoff summary statements prepared by SERVICE PROVIDER of new Client procured assets • Search Client owned Assets which are in the asset register but not physically found at locations during the physical verification and inform the status to Client Finance. • Approve/Reject request for Change/Addition/Deletion or Master updation in Asset Database, approved by SERVICE PROVIDER IT Head • Update CLIENT Finance and forward for further approval processing to SERVICE PROVIDER Governance on request for Change/Addition/Deletion or Master updation in Asset Database
Inventory Verifier	SERVICE PROVIDER	<ul style="list-style-type: none"> • Verifies 100% inventory of SERVICE PROVIDER & Client assets • Verifies random inventory of SERVICE PROVIDER & Client assets
Governance Head	SERVICE PROVIDER /Client	<ul style="list-style-type: none"> • Approve removing asset details from Asset Management Database • Approve/Reject request for Change/Addition/Deletion or Master updation in Asset Database and update the Central Asset Team Lead
Project Controller	SERVICE PROVIDER	<ul style="list-style-type: none"> • Approve write-off
Local/Location SPOC	SERVICE	<ul style="list-style-type: none"> • Raise request for Change/Addition/Deletion or Master updation in Asset Database

Role	Organization	Responsibilities
	PROVIDER	
SERVICE PROVIDER IT Head	SERVICE PROVIDER	<ul style="list-style-type: none"> • Approve/Reject request for Change/Addition/Deletion or Master updation in Asset Database • Once the request for Change/Addition/Deletion or Master updation in Asset Database is approved by Client IT Head, SERVICE PROVIDER IT Head will forward the request to Central Asset Team Lead for further approval
Central Asset Team Lead	SERVICE PROVIDER	<ul style="list-style-type: none"> • Approve/Reject the request for Change/Addition/Deletion or Master updation in Asset Database for its validity and take action • Take Approval from Client Governance on request for Change/Addition/Deletion or Master updation in Asset Database
Logistics Controller/Coordinator	SERVICE PROVIDER	<ul style="list-style-type: none"> • Intimates Client project logistics controller dispatch of assets against PO raised • Obtain DCD from location
Project Logistics Controller	Client	<ul style="list-style-type: none"> • Sends a pre-alert to locations and the Service Request raiser, informing them about the assets dispatched against the Service Request
Local/Location Security	SERVICE PROVIDER	<ul style="list-style-type: none"> • Enters details of assets received in Goods inwards register. Mentioning details of PO/invoice numbers • Informs location inventory controller the receipt of IT Assets
Datacenter Team/ Location IT (SSO)	SERVICE PROVIDER	<ul style="list-style-type: none"> • Datacenter Team/ Location IT raises request for Change for bringing the Server into live/production environment (Installation) along-with filling checklist
Datacenter Team/ Location IT (NSD)	SERVICE PROVIDER	<ul style="list-style-type: none"> • Network Team/ Location IT raises request for Change for bringing the Network device into live/production environment (Installation).
CSR/ Procurement Team	SERVICE PROVIDER	<ul style="list-style-type: none"> • Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process

RACI Model

The RACI model will be beneficial in enabling decisions to be made with pace and confidence. RACI is an acronym for the four main roles of:

Responsible (R) – the person or people responsible for getting the job done

Accountable (A) – only one person can be accountable for each task

Consulted (C)– the people who are consulted and whose opinions are sought

Informed (I) – the people who are kept up-to-date on progress.

RACI Model for Addition of SERVICE PROVIDER Owned Assets

	Service Request Process Owner	Financial analyst	CSR/ Procurement process	Logistics Coordinator	Central Inventory Controller	Local Inventory Controller
Approve Capex	I	A,R	C		I	
Procure new SERVICE PROVIDER/ OEM assets as per SERVICE PROVIDER process	I	I	A,R	I	I	
Update Asset Database with materials recd at locations					A,R	
Receive Assets & Send DCD to Logistics Controller				I	I	A,R
Update Tool						A,R
Obtain DCD from location				A,R		
Obtain Inventory Installation Report					A,R	I

RACI Model for Addition of Addition of Client Owned/Rented Assets

	Transition Team	Client IT Head	Local Inventory Controller	Central Inventory Controller	Financial Analyst
SERVICE PROVIDER/ CLIENT Joint Verification	A,R	C	I	C	C
Update Tool		I	R	A, I	
Installation of new assets			R	A, I	
Summary of Client owned/ rented assets			R	A, I	
Signoff Summary statement		I, C	R	A, I	
Verify tool asset details				R	
Prepare ATB				I	A

RACI Model for Reconciliation of SERVICE PROVIDER Owned Assets

	Central Inventory Controller	Financial Analyst	Project Controller
Provide List of SERVICE PROVIDER Assets as per Project register	A,R	I	
Compare data		A,R	

	Central Inventory Controller	Financial Analyst	Project Controller
Prepare Reconciliation Report	A,R		
Approve write-off			A, R
Inform FA Team on variances	A,R	C	C

Dashboard:

Asset Register

Frequency: Monthly

Policies

OV.8.1. Asset Reconciliation Policy

Reconciliation is to be performed for all SERVICE PROVIDER owned assets. The list of SERVICE PROVIDER owned assets in the asset register is to be reconciled with the List of assets maintained by the Fixed Asset Accounting Group of SERVICE PROVIDER in their ledger.

The list of Client owned assets in the asset register is to be reconciled with the details of procured assets provided by Client as per the agreed frequency.

Client will be responsible for the accurate reconciliation of Client owned assets.

OV.8.2. Physical Verification of Assets Policy

Physical verification of the assets would be carried out as per Client – SERVICE PROVIDER contract or as per the frequency agreed by Client & SERVICE PROVIDER. Physical verification plan will be approved by the Central Asset team of Client & SERVICE PROVIDER.

SERVICE PROVIDER and the Client will nominate joint team members for performing Physical Verification. Verification schedules should be as agreed with Client. Verification reporting template to be agreed from time to time when physical verification plans are discussed by both SERVICE PROVIDER and Client.

OV.8.3. Physical Inventory tracking of Assets Policy

Physical inventory tracking needs to be performed which is to cover both SERVICE PROVIDER Owned and Client Owned assets. All the variances are to be tracked to closure and the asset database is to be updated with the results with approval from Client. Physical Inventory tracking schedules should be as agreed with Client. Deviation reporting template to be agreed from time to time when annual physical verification plans are discussed by both SERVICE PROVIDER and Client.

OV.8.4. Asset Disposal Policy

Assets are to be disposed either based upon their contractual refresh dates or as a result of a Client service request.

OV.8.5. Asset Redundancy Policy

Client Machines will be made redundant either through Refresh or otherwise and handed over to Client or as per asset disposal agreed in contract. In addition, SERVICE PROVIDER and Client agree that assets owned by SERVICE PROVIDER (excluding SERVICE PROVIDER owned TD assets) and listed in the Asset Register shall also be handed over to Client or as per asset disposal agreed in contract.

With respect to these machines, either the Client would need to arrange for the collection of the assets from respective locations or it needs to be disposed off, as per the asset disposal agreement in contract.

Client Asset team needs to inform the SERVICE PROVIDER Governance and Client Finance Controller the list of machines being picked up by their team.

OV.8.6. Asset Tagging Policy

Only the complete assets e.g. Desktops, Laptops, Printers, Scanners, Servers, Firewall, Network equipments (e.g Router, Switch, Modem, Media Converter), Storage, SAN switch, KVM switch, server & network racks need to have the Asset Tags.

The hardware and/or software components (e.g. Hard disks, RAM modules, Software CDs) do not need to have tags separately.

The Tag color-codes and nomenclature will be as agreed by Client.

OV.8.7. Audit by Client Team Policy

Client can go for an asset audit, with / without prior information to SERVICE PROVIDER Asset manager before scheduling the plan for audit.

OV.8.8. Asset Information Policy

Asset Information should be provided by Client IT to SERVICE PROVIDER IT before installation of machine.

The data fields needs to be given by Client IT to SERVICE PROVIDER IT before installation of machine for the following classifications:

- Client Direct purchase
- Rented Assets

OV.8.9. Asset Storage and Security Policy

Client to provide IT stores in all locations for stocking the assets. The security of the IT Assets will be the responsibility of Client.

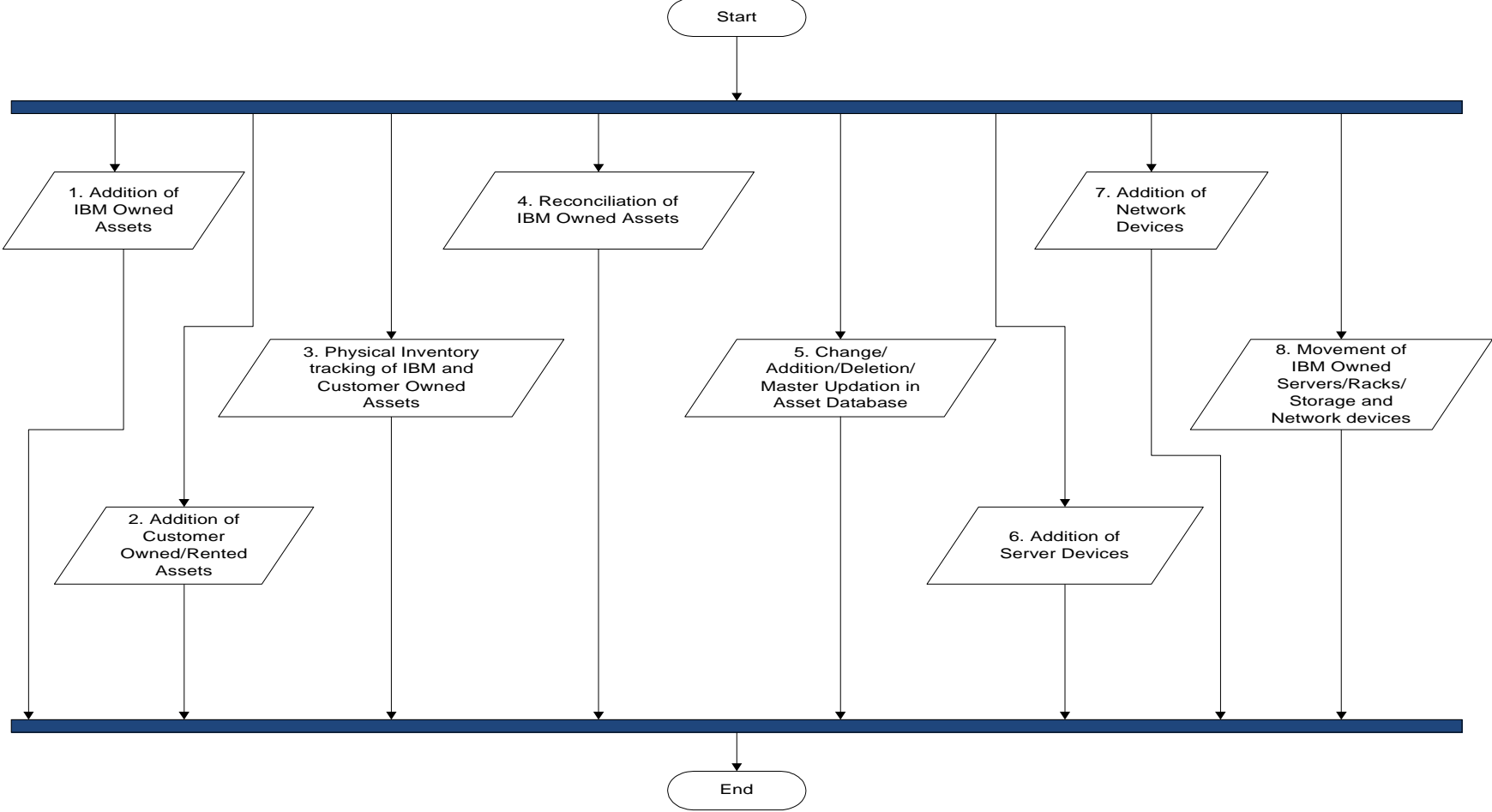
<i>Standards:</i>

Asset Inventory

Asset Tracking

Software License Management

Process Workflow



Narration for Process Workflow

S.No.	Description	Control Point (Y/N)	Control Point No. e.g. CP.X	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Input from Other Process (If Any)	Output to Other Process (if Any)	Reference Procedure/Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
36.	Start							
37.	Addition of SERVICE PROVIDER Owned Assets	Y	CP.1 CP.2	Event Driven	Service Request Process	Coordinate IMACs	SOP.1	Format: FM.1 and FM.2 Policy: OV.8.9.
38.	Addition of Client Owned/Rented Assets	Y	CP.3	Event Driven	None	Coordinate IMACs	SOP.2	Policy: OV.8.2, OV.8.9. Format: FM.1 and FM.3
39.	Physical Inventory tracking of SERVICE PROVIDER and Client Owned Assets	Y	CP.4 CP.5	Planned, Repeatable	Issue Management (PMO)	None	SOP.3	Policy: OV.8.3, OV.8.9.
40.	Reconciliation of SERVICE PROVIDER Owned Assets	Y	CP.6	Planned, Repeatable	None	None	SOP.4	Policy: OV.8.1, OV.8.9. Format: FM.1 and FM.2
41.	Change/Addition/Deletion/Master Update in Asset	Y	CP.7	Event Driven	None	None	SOP.5	Format: FM.1 and FM.5

S.No.	Description	Control Point (Y/N)	Control Point No. e.g. CP.X	Occurrence (Multiple/Planned/Repeatable/Optional/Ongoing/Event Driven)	Input from Other Process (If Any)	Output to Other Process (if Any)	Reference Procedure/Work Instructions (If Any)	Other References (Policies/Standards/Formats/Guidelines) if Any
	Database							
42.	Addition of Server Devices	Y	CP.8	Event Driven	Change Management	Change Management	SOP.6	Format: FM.1
43.	Addition of Network Devices	Y	CP.9	Event Driven	Change Management	Change Management	SOP.7	Format: FM.1
44.	Movement of SERVICE PROVIDER Owned Servers/Racks/Storage and Network devices	Y	CP.10	Event Driven	Change Management	Change Management	SOP.8	Format: FM.1 and FM.4
45.	End							

CP. Control Point

Control Point	Description	Artifacts to Retain
CP.1	Addition of SERVICE PROVIDER Owned Assets – Obtain DCD from location	Receipt of Delivery completion document as proof of delivery of SERVICE PROVIDER assets at locations
CP.2	Addition of SERVICE PROVIDER Owned Assets – Check accuracy of data in tool/database	Verification of Asset Management Database with asset details provided in installation reports for accuracy
CP.3	Addition of Client Owned/Rented Asset – Verify Asset Management Database Details	Verification of Asset Management Database with asset details provided in monthly summary report sent by Client
CP.4	Physical Inventory of SERVICE PROVIDER and Client Owned Assets - Approve updating Asset Management Database with asset details	Approval obtained from Client IT/ Governance Head for updating Asset Management Database
CP.5	Physical Inventory of SERVICE PROVIDER and Client Owned Assets – Assets write-off on assets listed in Asset Management Database but not physically found at locations	Approval obtained from Client IT/ Governance Head for updating Asset Management Database
CP.6	Reconciliation of SERVICE PROVIDER Owned Assets - Approve write-off of assets after receiving approval from Client	Approval / Rejection Details
CP.7	Change/Addition/Deletion/Master Updation in Asset Database - Update Database	Change in Asset Database Request Asset Management Database Details
CP.8	RFC(Request for Change) raised Addition of Server Devices	RFC Details
CP.9	RFC(Request for Change) raised Addition of Network Devices	RFC Details
CP.10	RFC(Request for Change) raised for the assets (in production) to be moved	RFC Details

FM. Formats

S. No.	Format Name	Description/ Reference to use
FM.1	Hardware Asset Register format	Format to share the hardware details with Client
FM.2	Asset Reconciliation format	Format to send data for reconciliation to SERVICE PROVIDER Fixed Asset Accounting

S. No.	Format Name	Description/ Reference to use
FM.3	Client Owned Asset format	Format to send data about Client owned Assets to be handed over to Client.
FM.4	Logistics Call Details	Location Inventory Controller Sends details of assets to be dispatched to the Location Inventory controller of the recipient location, for Movement activity of SERVICE PROVIDER Owned Servers/Racks/Storage and Network devices.
FM.5	Change in Asset Database Request Format	To request Change/Addition/Deletion/Master Update in Asset Database

**GL.
Guidelines**

:

GL.1.

Definitions

Data Disposal - An activity agreed between Client IT & SERVICE PROVIDER IT on how to dispose the data from the machines..

Technology Deployment Assets - Assets used by SERVICE PROVIDER employees on production and project are not managed through this process.

GL.2.

Abbreviations

- A) CTO – Chief Technology Officer
- B) IT – Information Technology
- C) IIR – Inventory Installation Report
- D) Maximo tool – Asset Management tool
- E) eAMT – SAP Database used by SERVICE PROVIDER Finance
- F) DCD – Delivery Confirmation Document

**Tool
Mentors**

S. No.	Tool Name	Tool Mentor
1	Maximo	Weblink

