



Asset Management Process

Effective Date: March 4, 2025

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1. Procurement of IT Assets

When an IT asset (laptop, desktop, tablet etc.) is purchased, it follows the institutional procurement process for hardware purchases outlined here: [Technology Purchase Process](#)

2. Initial Setup and Configuration

Central Receiving receives all purchased assets, and coordinates with ITS Hardware Technicians or Campus Technicians to receive the asset and perform the initial setup, which includes:

- Installing the standard operating system and required software. A-State will be adopting standardized configurations that all centralized IT Hardware Technicians and Campus Technicians will follow. Additional departmental specific software can be added as needed and approved by IT Security.
- Configuring security settings, including endpoint protection and encryption.
- Ensuring compliance with IT security policies and network access requirements.

The asset is then enrolled in the university's device management system (Kace for Dell; Jamf for Apple) for ongoing monitoring and updates.

3. Asset Registration in TeamDynamix

After configuration, the asset will need to be registered in TeamDynamix (TDX), the university's IT asset management system. It is the responsibility of the ITS Hardware Technician and Campus Technician to ensure ALL information is entered correctly in TDX.

The following information is recorded:

- Owner
- Technician Responsible
- Status
- Asset Name
- Device specifications/Item Description Details

- For ITS Use section (Serial Number, Product Model, Supplier, Warranty Type, MAC Address, IMEI etc.)

This registration enables tracking for maintenance, support, and security compliance.

4. Asset Tagging and Property Accounting Inventory

Once added to TeamDynamix, Property Accounting affixes an asset tag to the device.

To ensure this occurs in a timely manner, the department (ITS Hardware technician or campus tech representative) receiving the asset should communicate with Property Accounting (contact James Riles at jriles@astate.edu) prior to delivery of end-user/intended location that devices are in office ready to be tagged.

The asset is then inventoried and recorded in the official university asset database for auditing and reporting purposes. Additional information is added to the TDX ticket by Property Accounting to confirm inventory and assigned owner.

5. Asset Reallocation and Employee Termination

When an employee is terminated or transfers departments, ITS and Property Accounting requires the following reassignment process to be followed. In addition, any time an employee received a new asset, Property Accounting should be notified regarding the status of the old asset (i.e. will that asset be reallocated to a new user, sent to M&R etc.):

- The Equipment Update Form must be completed:
https://services.asusystem.edu/TDClient/35/astate/Requests/TicketRequests/NewForm?ID=xF1YyIUscKw_&RequestorType=Service.
- The asset is collected by IT Services or the designated department technician.
 - A security check is performed, ensuring:
 - Removal of previous user credentials and access.
 - Data sanitization following university security policies.
 - Device must be reformatted/reimaged prior to changing users.
 - The asset is reassigned or stored for future use, with updates recorded in TeamDynamix.

6. End-of-Life (EOL) and Disposal Process

When an asset reaches the end of its lifecycle or is deemed obsolete, it must be disposed of properly and securely.

- The department completes the Excess Equipment Removal Form:
https://services.asusystem.edu/TDClient/35/astate/Requests/TicketRequests/NewForm?ID=6nF492uXQcs_&RequestorType=Service.
- IT Services initiates the decommissioning process:
 - Conducts a final security wipe to remove all data.
 - Hard drive is removed from device (if applicable).

- Hard drive is shredded.
- If a device has hard drive built on the motherboard (i.e., iPad), device is given to Property Accounting, and external company will come in to shred the device.
- Device is given to Property Accounting.
- Updates Team Dynamix to reflect decommissioned status.
- The asset is then sent through the M&R process or designated recycling/disposal channels.
- The asset is marked in TDX as in storage for M and R disposal by Property Accounting until the M&R status is fully realized

7. Compliance and Security Review

Periodic audits are conducted to ensure compliance with IT and Property Accounting asset management policies. This may include the following, but not limited to:

- Annual inventory review by Property Accounting
 - Assets are physically verified on a three-year rotating inventory cycle.
 - During the years when an inventory is not done in-person, a list of the previous year's inventory with updates made throughout the year will be sent to the department Dean/Director for verification. It is the responsibility of the department to ensure that any changes to asset information is reported using the appropriate form in TeamDynamix.
- Periodic checks of assets pinging the A-State network via Armis, or other platform by IT Security.

IT Security performs risk assessments and updates security policies as needed to align with evolving threats and best practices.

Any discrepancies or security risks identified during audits will be addressed promptly, and reported to appropriate departments (ITS, Property Accounting, and UPD if applicable).

In addition to the above guidelines, all departments should adhere to the additional guidelines specified in the [Property Accounting Manual](#).