



**DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES**

**INFORMATION TECHNOLOGY AND COMMUNICATIONS DIVISION**

**INVENTORY CONTROL OF TECHNOLOGY EQUIPMENT**

**PROCEDURES MANUAL**

Approved: \_\_\_\_\_

Chief Information Officer

Date: \_\_\_\_\_

2/17/16

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## **.01 PURPOSE.**

The following are the procedures to be followed by all units of the Department of Public Safety and Correctional Services (Department) for the acquisition, maintenance and control of technology equipment as required per the **Inventory Control of Technology Equipment Executive Directive ADM.020.0021.**

## **.02 TERMS.**

A. In this manual, the following terms have the meanings indicated.

B. Terms Defined.

- (1) "Accountable Officer" has the meaning identified in Inventory Control of Technology Equipment Executive Directive ADM.020.0021.
- (2) "Capital Equipment" means any equipment item or furnishing having a probable useful life in excess of one year and a procurement cost of \$100 or per unit. It also includes sensitive items, having a procurement cost of \$50 or more and a useful life of one year or more.
- (3) "Inventory Control System" has the meaning identified in Inventory Control of Technology Equipment Executive Directive ADM.020.0021.
- (4) "IT Property Management Unit" means the unit containing the Inventory Control and Receiving sections of the Information Technology and Communications Division.
- (5) "Information Technology (IT) Property Officer" has the meaning identified in Inventory Control of Technology Equipment Executive Directive ADM.020.0021.
- (6) "Non-capital equipment" means miscellaneous equipment and the like having an acquisition cost less than \$100, sensitive items with an acquisition cost less than \$50, or items with a useful life of less than one year.
- (7) "Sensitive Items" means capital or non-capital equipment items such as all computer equipment but not limited to laptops, notebook computers, palm pilots, recording devices, portable tools, hand radios, cameras and the like that are prone to theft and concealable in a handbag or briefcase.
- (8) "Technology equipment" has the meaning identified in Inventory Control of Technology Equipment Executive Directive ADM.020.0021.

(9) "Technical Services Unit" means the Help Desk, Desktop, Network, Security, Server and Telecom teams of the Information Technology and Communications Division.

(10) "Unit" has the meaning identified in Inventory Control of Technology Equipment Executive Directive ADM.020.0021.

### **.03 ORDERING TECHNOLOGY EQUIPMENT**

#### **A. DEPARTMENT UNITS**

- (1) All technology equipment must be ordered through the Information Technology and Communications Division (ITCD).
- (2) When ordering technology equipment, the requesting unit shall use the most recent version of the Information Technology (IT) Requisition form which may be found at Safety Net > Agencies > ITCD > Forms.
- (3) All orders for technology equipment shall indicate on the requisition:
  - (a) The justification for the technology equipment;
  - (b) The destination location;
  - (c) The end user for the technology equipment;
  - (d) The funding source;
  - (e) The authorizing signatures from the requesting unit; and
  - (f) The contact person.
- (4) Requests can be either mailed to the Procurement Unit, at 6776 Reisterstown Road, Suite 211, Baltimore, Maryland 21215 or sent electronically to [ITCD-Procurement@dpscs.state.md.us](mailto:ITCD-Procurement@dpscs.state.md.us).
- (5) Department units must, on a quarterly basis, submit a list of the designated Accountable Officers to the Director of Property Management for ITCD.

#### **B. ITCD UNITS**

Units within ITCD ordering technology equipment shall:

- (1) Submit their requests through the Chief Information Officer (CIO); and

(2) Use the internal requisition tracking log established by the CIO.

#### C. PROCUREMENT

The Procurement Unit shall:

(1) Forward all requests to the CIO or their designee for a technical review; and

(2) Review all requests to ensure:

(a) That the funding certificate is properly authorized; and

(b) A destination location and end user is identified.

i. If no destination location and/or end user are identified, notify the identified contact person at the requesting unit; and

ii. Request the missing information.

(3) Process the order for the technology equipment to be delivered to the IT Property Management Unit; and

(4) Notify the contact person via email that the technology equipment has been ordered and provide an estimated delivery date.

#### D. CIO REVIEW

The CIO or their designee shall:

(1) Complete technical reviews forwarded from the Procurement Unit within two (2) weeks;

(2) Check to see if the requested technology equipment is available within the ITCD inventory; and

(3) Notify the Procurement Unit the results of the review.

## **.04 RECEIVING AND PROPERTY CONTROL**

### **A. RECEIVING**

- (1) The IT Property Management Unit shall be responsible for receiving and tracking all deliveries of technology equipment.**
- (2) This shall include:**
  - (a) Comparing the packing slip for the delivered technology equipment against the Purchase Order or credit card authorization;**
  - (b) Documenting any shortages or overages; and**
  - (c) Recording the required information into the Inventory Control System.**

### **B. INVENTORY CONTROL**

- (1) The IT Property Management Unit shall be responsible for identifying and tracking all technology equipment.**
- (2) This shall include:**
  - (a) Tagging all capital or sensitive technology equipment with a bar-coded inventory tag;**
  - (b) Tagging all non-capital technology equipment with a blank Department inventory tag;**
  - (c) Entering all required identifying information about the technology equipment into the Inventory Control system;**
  - (d) Contacting the unit's requestor and Accountable Officer to inform them to contact the Help Desk to create a ticket to schedule the pickup and installation of the technology equipment;**
  - (e) Preparing a Property Transfer and/or Asset Responsibility Form for all technology equipment to be delivered to its final destination location;**
  - (f) Preparing a Property Transfer and/or Asset Responsibility Form for the technician picking up the technology equipment to sign;**

- (g) Recording final delivery information to include the BUILDING and ROOM where the technology equipment was delivered and update the status of each delivered piece of technology equipment within the Inventory Control System;
- (h) Recording transfer of technology equipment into the Inventory Control system;
- (i) Providing a confirmation email to the unit's Accountable Officer and the Technical Services Unit that the inventory system has been updated; and
- (j) Maintaining a hard copy file for each purchase request which shall include:
  - i. A copy of the Purchase Order or other ordering documentation for credit card purchases;
  - ii. A copy of the electronic notification, if applicable;
  - iii. A signed copy of the Property Transfer and/or Asset Responsibility Form listing items picked up by the Technical Services Unit; and
  - iv. A copy of the Property Transfer and/or Asset Responsibility Form for deployed technology equipment signed by the Accountable Officer or designee confirming delivery at the destination location.

#### **C. FINANCE**

- (1) The Finance Unit will establish and maintain a control account for all technology equipment procured.
- (2) On a quarterly basis, the Finance Unit shall reconcile with the IT Property Management Unit, technology equipment purchased with the value of the technology equipment recorded in the Inventory Control System.
- (3) The Finance Unit will reconcile any discrepancies with the IT Property Management Unit.
- (4) The Finance Unit will be responsible for entering the required information on financed technology equipment and technology equipment costing in excess

of fifty thousand dollars (\$50,000) into the Financial Management Information System (FMIS) as required by the Maryland Comptroller's Office.

## **.05 DEPLOYMENT**

### **A. TECHNICAL SERVICES**

- (1) For technology equipment to be deployed, the Technical Services Unit shall:**
  - (a) Contact the requestor to arrange for installation of technology equipment;**
  - (b) Sign a Property Transfer and/or Asset Responsibility Form prepared by the IT Property Management Unit for the technology equipment;**
  - (c) Contact the requestor and the unit's Accountable Officer at the destination location and arrange for a delivery date and time;**
  - (d) Where necessary, prepare the technology equipment for installation;**
  - (e) Deliver and install the technology equipment at destination location;**
  - (f) Record final delivery information to include the BUILDING and ROOM where the technology equipment was delivered and change the status to delivered on the Property Transfer and/or Asset Responsibility Form;**
  - (g) Provide the unit's Accountable Officer at the destination location with the Property Transfer and/or Asset Responsibility Form for signature, confirming receipt;**
  - (h) Within seven (7) days, forward the original of the signed Property Transfer and/or Asset Responsibility Form to the IT Property Management Unit; and**
  - (i) Keep a signed copy of the Property Transfer and/or Asset Responsibility Form.**
- (2) The technician shall not deliver any technology equipment to any site without the designated Accountable Officer present.**
- (3) Only the Technical Services Unit is allowed to deploy technology equipment.**

**B. ACCOUNTABLE OFFICER**

The Accountable Officer at the receiving unit shall:

- (1) Coordinate delivery of new technology equipment with the requestor and the Technical Services Unit;
- (2) Sign for all new technology equipment received; and
- (3) Maintain a copy of the signed Property Transfer and/or Asset Responsibility Form in the property files for the unit.

**C. IT PROPERTY MANAGEMENT UNIT**

The IT Property Management Unit shall:

- (1) Update the Inventory Control System with delivery information on the Property Transfer and/or Asset Responsibility Form received from the Technical Services Unit; and
- (2) Maintain the original of the Property Transfer and/or Asset Responsibility Form.

**.06 TRANSFER OF TECHNOLOGY EQUIPMENT – (between facilities/offices or for disposal)**

**A. ACCOUNTABLE OFFICER**

The Accountable Officer shall:

- a. Be responsible for documenting the transfer of technology equipment either out of or into their unit by creating;
- b. Signing; and
- c. Maintaining a copy of the Property Transfer and/or Asset Responsibility Form for their records.

**B. TECHNICAL SERVICES**

The Technical Services Unit shall:

- (1) Transport and re-install or disconnect technology equipment to be transferred; and



(2) If the item is to be disposed of, notify the IT Property Management Unit of technology equipment designated as surplus.

(3) Only the Technical Services Unit is allowed to transfer technology equipment.

**C. IT PROPERTY MANAGEMENT UNIT**

The IT Property Management Unit shall:

(1) Prepare the documents required by DGS for disposal of surplus technology equipment;

(2) Arrange for disposal through delivery or arrange for delivery to DGS designated site;

(3) Record disposal into the Inventory Control System;

(4) Update the Inventory Control System using the hand scanner system with updated location information of transferred technology equipment; and

(5) Maintain the original of the Property Transfer and/or Asset Responsibility Form.

**.07 ANNUAL PHYSICAL INVENTORY**

A. Each unit is responsible for conducting an annual physical inventory of its technology equipment.

B. The IT Property Management Unit shall:

(1) Provide a Pre-Audit Report to each unit;

(2) Upon receipt of a completed Pre-Audit Report from a unit, provide each unit with a Discrepancy Report, if needed;

(3) Upon receipt of a completed Discrepancy Report from a unit, provide each unit with a Certification Form for signature; and

(4) Send the unit a copy of signed off the Certification Form and completed inventory report.

**C. Accountable Officer**

**(1) Within five (5) days of receipt of a Pre-Audit report from the IT Property Management Unit, the Accountable Officer shall:**

- a. Physically verify the location of the technology equipment listed by:
  - i. Scanning all technology equipment, if over 100 pieces; or**
  - ii. If less than 100 pieces, manually documenting the location.****
- b. Update on the report any changes in location or ownership; and**
- c. Provide to the IT Property Management Unit a DPSCS Property Transfer and/or Asset Responsibility form to support any changes.**

**(2) Within three (3) days of receipt of a Discrepancy report from the IT Property Management Unit, the Accountable Officer shall:**

- a. Physically verify the location of the technology equipment listed by:
  - i. Scanning all technology equipment, if over 100 pieces; or**
  - ii. If less than 100 pieces, manually documenting the location.****
- b. Update any changes in location or ownership on the Discrepancy Report;**
- c. Complete a DPSCS Property Transfer/Asset Responsibility Form to support any changes; and**
- d. Return the Discrepancy Report to IT Property Management.**

**(3) Upon receipt of an Annual Certification form, the Accountable Officer shall:**

- a. Verify the information;**
- b. Obtain the unit head's signature; and**
- c. Return the form to the IT Property Management Unit.**

## **.08 MISSING AND STOLEN REPORTS**

- A. All units are required to report missing and stolen technology equipment pursuant to the Inventory Control of Technology Equipment Directive ADM.020.0021.
- B. All units' Accountable Officers are required to investigate the missing and stolen technology equipment and provide a memo of the investigation results signed off by the Unit Head to the IT Property Management Unit.
- C. The IT Property Management Unit will acquire the signatures of the ITCD Property Officer and Chief Information Officer (CIO) on each DGS Missing or Stolen State Property Reports for each unit.

## **.09 REVISIONS**

This procedure manual shall be reviewed annually for revisions by the Director of ITCD Business Operations or their designee.

Revision Date (s): 01.10.11; 08.12.15