

[Organization logo]

[Organization name]

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ASSET MANAGEMENT PROCESS

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Created by:	
Approved by:	
Confidentiality level:	

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Change history

Date	Version	Created by	Description of change
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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles, and activities of the Asset Management process. [Organization name] uses the Asset Management process to control the lifecycle of IT assets required to deliver services in order to meet the service requirements and obligations.

The scope of the Asset Management process encompasses the whole lifecycle of all IT assets. This document is applied to all activities, processes, and documents included in the SMS.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

Commented [20A3]: Please include the name of your company.

2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.4.e), and 8.2.5.

3. Definitions

3.1. IT Asset

An IT asset is a financially valuable component [redacted] that contributes to the delivery of IT services. It is subject to the lifecycle management process, from its acquisition through its use to its disposal.

4. Process activities

4.1. Management and planning

The Asset Manager will define and review [annually] the following elements:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

Commented [20A4]: You can adjust the frequency according to your company practices.

4.2. Identification, labeling, and recording

The Asset Manager must identify and record all IT assets within the organization, whether components or other types of assets, and assign them to the appropriate owner. The owner must ensure that the assets are properly identified, labeled, and recorded. The organization must identify the assets that are subject to the lifecycle management process.

Commented [20A5]: These are only recommendations; you can include additional elements or delete some according to your company practices.

The Asset Librarian must document all IT assets in the IT Asset Register in order to all relevant data required for the asset lifecycle activities.

All IT assets must be uniquely identified by either a serial number or any form of unique identification.

The unique identification of IT assets must be recorded in the IT Asset Register. The unique identification must be recorded in the IT Asset Register in order to ensure the accuracy and integrity of the IT Asset Register. The unique identification must be recorded in the IT Asset Register in order to ensure the accuracy and integrity of the IT Asset Register.

During the recording of new assets, care should be observed in order to comply with the agreed naming conventions and standards of nomenclature within the asset register.

4.3. Control of the asset lifecycle

The Asset Librarian must document all changes to IT assets in the IT Asset Register.

All attributes, such as the owner, location, status, etc. must be updated in the IT Asset Register to reflect the current state of the IT asset.

The Asset Librarian must document all changes to IT assets in the IT Asset Register.

4.4. Verification and audit

[Job title] is responsible for auditing, i.e., comparison of actual assets with the ones recorded in the

asset register. [Job title] must document all discrepancies in the IT Asset Register in order to ensure the accuracy and integrity of the IT Asset Register. [Job title] must document all discrepancies in the IT Asset Register in order to ensure the accuracy and integrity of the IT Asset Register.

Commented [20A6]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Commented [20A7]: You can adapt the frequency according to your company practices.

5. Roles and responsibilities

5.1. Asset Librarian

[Job title] assigns the Asset Librarian role.

Responsibilities of the Asset Librarian:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A8]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Commented [20A9]: These are only recommendations; you can include additional responsibilities or delete some according to your company practices.

6. Measurement and reporting

The Asset Librarian is responsible to:

- [blurred text]
- [blurred text]
- [blurred text]
- [blurred text]
- [blurred text]
- [blurred text]
- [blurred text]

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Whenever the SMS objectives are updated in the SMS Plan, the Asset Librarian reviews and updates the CSFs and KPIs in the Matrix of Process Measurements to reflect the new objectives.

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7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
IT Asset Register	[tool name]	[job title]	Asset Librarian(s) have the right to add/change the asset records within the asset register.	Records are kept for [3] years.
Reports	[tool name]	[job title]	[job title]	Records are kept for [3] years.

Commented [20A15]: Usually Asset Librarian.

Commented [20A16]: You can adapt the retention period according to your company practices.

Commented [20A17]: Please include the name of the report(s) that the Asset Librarian should prepare according to your company practices as defined in section 6.

If the Asset Librarian should prepare more than one report, please write each report in a separate row.

Commented [20A18]: Usually Asset Librarian.

Commented [20A19]: Usually Asset Librarian.

Commented [20A20]: You can adapt the retention period according to your company practices.

8. Validity and document management

This document is valid as of [date].

The owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

Commented [20A21]: Please insert the appropriate job title according to your organization practices, e.g.: CEO, CIO, IT Director, IT Manager, Service Manager, etc.

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9. Appendices

- Appendix 1 – IT Asset Register

[organization name]

[confidentiality level]

[Job title]

[Name]

[Signature]

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