



# MANUAL TRANSMITTAL

Department of the Treasury  
Internal Revenue Service

2.149.3

MAY 29, 2024

## EFFECTIVE DATE

(05-29-2024)

## PURPOSE

- (1) This transmits a revised IRM 2.149.3, Information Technology (IT) Asset Management Hardware Procedures.

## MATERIAL CHANGES

- (1) IRM 2.14.3, was updated for editorial changes to:
  - remove a decommissioned term, in order to meet the new IRS guidelines
  - correct the Information Technology Infrastructure Library (ITIL) definition

## EFFECT ON OTHER DOCUMENTS

IRM 2.149.3 dated September 30, 2022 is superseded.

## AUDIENCE

The IT Asset Management Hardware Procedures is applicable to all employees enterprise-wide responsible for managing IT equipment, including Asset Management's stakeholders, customers, asset owners, contractors, and vendors.

Rajiv Uppal  
Chief Information Officer



2.149.3

Asset Management Hardware Procedures

## Table of Contents

### 2.149.3.1 Program Scope and Objectives

#### 2.149.3.1.1 Background

##### 2.149.3.1.1.1 Purpose of Procedures

#### 2.149.3.1.2 Authority

#### 2.149.3.1.3 Roles and Responsibilities

#### 2.149.3.1.4 Program Management and Review

#### 2.149.3.1.5 Program Controls

##### 2.149.3.1.5.1 Controls

#### 2.149.3.1.6 Terms/Definitions/Acronyms

##### 2.149.3.1.6.1 Terms and Definitions

##### 2.149.3.1.6.2 Acronyms

#### 2.149.3.1.7 Related Resources

### 2.149.3.2 Step 1 - Manage IT Asset Plan Workflow

#### 2.149.3.2.1 Main Process Diagram

#### 2.149.3.2.2 Entry Criteria

#### 2.149.3.2.3 Inputs

#### 2.149.3.2.4 Outputs

#### 2.149.3.2.5 Exit Criteria

#### 2.149.3.2.6 Activities

#### 2.149.3.2.7 Roles

#### 2.149.3.2.8 Procedure

##### 2.149.3.2.8.1 A1 Analyze Request

##### 2.149.3.2.8.2 A2 Review Repository

##### 2.149.3.2.8.3 A3 Process Request

##### 2.149.3.2.8.3.1 Cross-Functional Diagram

### 2.149.3.3 Step 2 - Process Acquired IT Asset Workflow

#### 2.149.3.3.1 Main Process Diagram

#### 2.149.3.3.2 Entry Criteria

#### 2.149.3.3.3 Inputs

#### 2.149.3.3.4 Outputs

#### 2.149.3.3.5 Exit Criteria

#### 2.149.3.3.6 Activities

#### 2.149.3.3.7 Roles

#### 2.149.3.3.8 Procedure

##### 2.149.3.3.8.1 A1 Receive and Process Notifications

- 
- 2.149.3.3.8.2 A2 Update Repository
    - 2.149.3.3.8.2.1 Cross-Functional Diagram
  - 2.149.3.4 Step 3 - Deploy IT Asset - Hardware Procedure Workflow
    - 2.149.3.4.1 Main Process Diagram
    - 2.149.3.4.2 Entry Criteria
    - 2.149.3.4.3 Inputs
    - 2.149.3.4.4 Outputs
    - 2.149.3.4.5 Exit Criteria
    - 2.149.3.4.6 Activities
    - 2.149.3.4.7 Roles
    - 2.149.3.4.8 Procedure
      - 2.149.3.4.8.1 A1 Deploy IT Asset
      - 2.149.3.4.8.2 A2 Update Repository
        - 2.149.3.4.8.2.1 Cross-Functional Diagram
  - 2.149.3.5 Step 4 - Maintain IT Asset Workflow
    - 2.149.3.5.1 Main Process Diagram
    - 2.149.3.5.2 Entry Criteria
    - 2.149.3.5.3 Inputs
    - 2.149.3.5.4 Outputs
    - 2.149.3.5.5 Exit Criteria
    - 2.149.3.5.6 Activities
    - 2.149.3.5.7 Roles
    - 2.149.3.5.8 Procedure
      - 2.149.3.5.8.1 A1 Manage Inventory Data
      - 2.149.3.5.8.2 A2 Manage Report Data
      - 2.149.3.5.8.3 A3 Manage Audits
      - 2.149.3.5.8.4 A4 Update Repository
      - 2.149.3.5.8.5 A5 Recommend Corrective Actions
        - 2.149.3.5.8.5.1 Cross-Functional Diagram
  - 2.149.3.6 Step 5 - Dispose IT Asset Workflow
    - 2.149.3.6.1 Main Process Diagram
    - 2.149.3.6.2 Entry Criteria
    - 2.149.3.6.3 Inputs
    - 2.149.3.6.4 Outputs
    - 2.149.3.6.5 Exit Criteria
    - 2.149.3.6.6 Activities
    - 2.149.3.6.7 Roles
    - 2.149.3.6.8 Procedure
      - 2.149.3.6.8.1 A1 Determine IT Asset At EOL

- 
- 2.149.3.6.8.2 A2 Manage Disposal Activities
  - 2.149.3.6.8.3 A3 Update Repository
    - 2.149.3.6.8.3.1 Cross-Functional Diagram



2.149.3.1  
(05-29-2024)  
**Program Scope and  
Objectives**

- (1) This document describes the formal process for implementing the requirements of the Asset Management Hardware Procedures process. It provides an operational definition of the major components of the process and how to perform each step in the process. This document also describes the logical arrangements of steps that are essential to successfully completing the process and achieving its desirable outcome.
- (2) **Purpose:** This document describes the formal Information Technology (IT) policy for implementing the requirements of the Information Technology (IT) AM Policy process. It provides the purpose, scope, authority, and mandates for institutionalizing this process. This policy establishes authority and responsibility for the performance of IT asset management throughout the IRS. It also establishes policies and procedures for management and control of hardware and software assets throughout their lifecycle.
- (3) **Audience:** The AM Policy is applicable to all employees enterprise-wide responsible for managing IT equipment, including Asset Management's stakeholders, customers, asset owners, contractors, and vendors.
- (4) **Policy Owner:** The office of Asset Management within Information Technology, UNS, Operations Service Support.
- (5) **Program Owner:** Information Technology, UNS, Operations Service Support, Program Director is responsible for overseeing and managing IT assets enterprise-wide that meets the established criteria set forth in the annual established in our annual Inventory Certification Plan.
- (6) **Primary Stakeholders:** All organizations, business units and employees including contractors who have inventory responsibilities are considered stakeholders and must abide by the criteria set forth in the annual Inventory Certification Plan.
- (7) **Program Goals:** AM is the process responsible for tracking and reporting the value and ownership of financial assets throughout their lifecycle. AM is part of the ITIL Process. An IT asset is property or equipment that is part of the IT infrastructure, including hardware and software for IT and telecommunications data and voice that is in use, in reserve storage, or is awaiting disposal. All IRS organizations (including contractors) developing, maintaining, and controlling IT assets shall adhere to the mandates of this policy and all associated AM procedures.

2.149.3.1.1  
(05-29-2024)  
**Background**

- (1) The process definition laid out in the process description document further breaks down the Activities into Tasks, each of which have a complete set of attributes defined such as data and tool specifications and the role(s) responsible for executing the tasks.
- (2) All proposed changes to this document must be submitted in writing, with supporting rationale, to the Information Technology, UNS, Operations Service Support, Asset Management organization.
- (3) This document defines the step-by-step instructions for the activities used in the Hardware Asset Management procedures:

**STEP 1** - Manage IT Asset Plan process includes the planning for information technology asset purchases

**STEP 2** - Process Acquired IT Asset includes the processing of acquired hardware information technology assets

**STEP 3** - Deploy IT Asset includes a method for deploying information technology hardware assets

**STEP 4** - Maintain IT Asset includes the accountability, support, and maintenance of information technology hardware assets

**STEP 5** - Dispose of IT Asset includes the end of life (EOL)/disposition for information technology hardware assets

2.149.3.1.1.1  
(05-29-2024)  
**Purpose of Procedures**

- (1) This document defines the step-by-step instructions on how to conduct the activities used to implement the Asset Management Hardware Procedures process in the Information Technology, UNS, Operations Service Support, Asset Management organization. The purpose of a procedure document is to institutionalize and formalize the preferred method of performing tasks that staff is using. The objective is to have everyone using the same tools and techniques and follow the same repeatable steps so that the organization can quantify how well the procedure is working and train future staff members who may not currently know the routine. Ensuring consistency is a critical component for ensuring optimum efficiency.

2.149.3.1.2  
(05-29-2024)  
**Authority**

- (1) All proposed changes to this document must be submitted in writing, with supporting rationale, to the Information Technology, UNS, Operations Service Support, Asset Management organization.

2.149.3.1.3  
(05-29-2024)  
**Roles and Responsibilities**

- (1) Each process defines at least one role. Each role is assigned to perform specific tasks within the process. The responsibilities of a role are confined to the specific process. They do not imply any functional standing within the hierarchy of an organization. For example, the process manager role does not imply the role is associated with or fulfilled by someone with functional management responsibilities within the organization. Within a specific process, there can be more than one individual associated with a specific role. Additionally, a single individual can assume more than one role within the process although typically not at the same time.



Name	Description
Asset Management Specialists - Hardware	<ul style="list-style-type: none"> <li>• Manage control processes and interactions for all enterprise-wide hardware financial assets and associated components</li> <li>• Develop policies and procedures related to the management of hardware assets as needed</li> <li>• Provide input for hardware asset lifecycle plans</li> <li>• Direct and execute hardware asset certification activities</li> <li>• Develop and maintain disposal policies/activities to ensure data integrity</li> <li>• Reconcile hardware assets receipt data for verification and audit</li> <li>• Process Move/Add/Change requests</li> <li>• Oversee and coordinate with external/internal auditors (GAO, TIGTA, and CFO) regarding IT assets</li> <li>• Administrate guidelines for quality reviews</li> <li>• Approve user requests for access to the Repository</li> </ul>
Asset Management Specialists - Equipment	<ul style="list-style-type: none"> <li>• Prepare, coordinate, and ship equipment</li> <li>• Maintain and review repository for inventory accuracy</li> <li>• Receive new IT assets</li> <li>• Manage the receipt of IT assets</li> <li>• Retire IT assets as needed</li> <li>• Coordinate with FMSS to complete the disposal process</li> <li>• Evaluate usage and stock levels for IT assets</li> <li>• Develop policies and procedures related to the management of depot assets as needed</li> <li>• Recommend changes to the inventory plan based on inventory usage and demand levels</li> </ul>

Name	Description
Asset Management Specialists - Materials	<ul style="list-style-type: none"> <li>• Develop, implement, execute, and modify the IRS IT Asset Plan</li> <li>• Manage inventory replenishments</li> <li>• Analyze information from multiple, disparate databases and formulate decisions and business justifications to adjust the inventory plan</li> <li>• Develop forecasts and projections to determine demand on the inventory investment</li> <li>• Analyze economic order quantities and delivery times for replenishment of the inventory items</li> <li>• Develop policies and procedures related to the management of depot assets as needed</li> <li>• Manage and control inventory levels</li> </ul>

2.149.3.1.4  
(05-29-2024)

#### Program Management and Review

- (1) The Hardware AM groups' manages the Asset Management program and reviews IT assets data continuously throughout the year using various methods defined below and this information is located at UNS, Operation Service Support Hardware Asset Management, see SharePoint site at: <https://irs.gov.sharepoint.com/sites/ossamweb/Pages/default.aspx>:

- Annual Inventory Certification Plan defines the IT asset criteria requiring certification each Fiscal Year (FY)
- Anomaly and General Reports
- Asset Certification and Reporting Dashboards
- IRM Policies and Procedures
- Tools and Resources
- Training

2.149.3.1.5  
(05-29-2024)

#### Program Controls

- (1) Activities involved in ensuring a process is predictable, stable, and consistently operating at the target level of performance.

2.149.3.1.5.1  
(05-29-2024)

#### Controls

- (1) Process controls represent the policies and guiding principles on how the process will operate. Controls provide direction over the operation of processes and define constraints or boundaries within which the process must operate:

Name	Description
GAO, CFO and TIGTA Audits	Formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met.

Name	Description
Asset Management Policies	Policies and regulations that provide guidance for managing the IT Asset Management program.
Security Policies	Policies to ensure the confidentiality, integrity, and availability of IT assets.
Annual Inventory Certification Plan	Annual overview of hardware asset management objectives, guidelines, and activities necessary to meet IRS' annual financial audits and deliverables, including certifying the accuracy and completeness of IRS' authoritative inventory system.
Governance	Governance ensures that policies and strategy are actually implemented and that required processes are correctly followed.

2.149.3.1.6  
(05-29-2024)  
**Terms/Definitions/  
Acronyms**

- (1) Definitions of Asset Management's terms and acronyms.

2.149.3.1.6.1  
(05-29-2024)  
**Terms and Definitions**

- (1) The definitions listed below are some commonly used terms and provided as an aid to understanding IT Asset Management.

Term	Definition
Agreed Life	An asset is designed to perform a function at an acceptable level for a predetermined amount of time according to the manufacturer's lifecycle. It ensures that the defined services for the asset are met to provide the level of service required by the customer, in terms of quality and reliability.
Annual Inventory Certification Plan	Annual overview of hardware asset management objectives, guidelines, and activities, necessary to meet IRS' annual financial audits and deliverables including certifying the accuracy and completeness of IRS' authoritative inventory system.
Artifact	A work product created by a process or procedure step, e.g., plans, design specifications, etc.

Term	Definition
Asset	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.
Audit	Formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met. An audit may be carried out by internal or external groups.
Depot	A centralized storage area for In Stock IT equipment.
Certification	Issuing a certificate to confirm compliance to a standard. Certification includes a formal audit by an independent and accredited body.
Entry Criteria	The elements and conditions (state) necessary to trigger the beginning of a process step.
Exit Criteria	The elements or conditions (state) necessary to trigger the completion of a process step.
Hardware Asset	Property meeting certain financial and security criteria that is part of the information technology infrastructure and represents a physical piece of computing electronic equipment.
Incident	The Enterprise Service Desk logs and tracks reported incidents. The incident will be assigned to a service provider for resolution.
Information Technology (IT)	The use of technology for the storage, communication, or processing of information. The technology typically includes computers, telecommunications, applications and other software. The information may include business data, voice, images, video, etc. Information Technology is often used to support business processes through IT services.
Information Technology Infrastructure Library (ITIL)	A set of best practice guidance for IT service management. ITIL consists of a series of publications giving guidance on the provision of quality IT services, and on the processes and facilities needed to support them.
IT Asset	Property or equipment that is part of the information technology infrastructure, including hardware and software for IT and telecommunications data and voice that is in use, in reserve storage, or is awaiting disposal.

Term	Definition
IT Asset Lifecycle	A series of states connected by allowable transitions. The set of business practices that join financial, contractual, and inventory functions to support the management from acquisition to disposition for hardware and software found in the IT environment.
IT Asset Plan	A tactical plan for managing an organization's infrastructure and assets to deliver an agreed standard of service.
IT Equipment Profile	The standardized list of IT equipment given to each employee based upon their occupation in the IRS.
Move/Add/Change	A Service Request is submitted to document the status (location/assignment/user) of any piece of hardware (IT asset). It is used to update the repository.
Process	A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. A process may include any of the roles, responsibilities, tools, and management controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities, and work instructions if they are needed.
Process Owner	A role responsible for ensuring that a process is fit for purpose. The process owner's responsibilities include sponsorship, design, change management, and continual improvement of the process and its metrics. This role is often assigned to the same person who carries out the process manager role, but the two roles may be separate in larger organizations.
Quality Reviews	Quality reviews ensure compliance to asset management policies.
RACI	(Responsible - Accountable - Consulted - Informed) This model is used to help define roles and responsibilities, instructions for the activities used in the Hardware Asset Management procedures.
Recipient	The point of contact (POC) receiving the IT asset.
Request for Change (RFC)	A formal proposal for a change to be made (work request). An RFC includes details of the proposed change, and may be recorded on paper or electronically.

Term	Definition
Rogue Asset	An unmanaged asset which appears amidst a population of managed assets. This can happen as a result of non-compliance with the policies concerning asset control and barcoding.
Service Request	A request from a user for information, or advice, or for a standard change or for access to an IT service. For example to reset a password, or to provide standard IT services for a new user. Service requests are usually handled by Enterprise Service Desk, and do not require an RFC to be submitted.
Software Asset	Property meeting certain financial and security criteria that is part of the information technology infrastructure and software installed on personal computers, laptops, desktops, servers, mainframes, network, and mobile devices.
TIER 3 Software (Micro)	Personal computers such as Desktop PC, Laptop PC, etc.
Tool	Job aid for a specific purpose, e.g., checklist, template, application, etc.

2.149.3.1.6.2  
(05-29-2024)

#### Acronyms

- (1) The abbreviations and acronyms include an alphabetical listing of some commonly used terms in IT Asset Management.

Acronyms	Definition
ACIO	Associate Chief Information Officer
AM	Asset Management
ARM	Asset Management Reports
CFO	Chief Financial Officer
CMMI	Capability Maturity Model Integrated
COE	Common Operating Environment
CTO	Chief Technology Officer
EOL	End of Life
FMSS	Facilities Management and Security Services (formerly Real Estate and Facilities Management (REFM))
GAO	Government Accountability Office
IRM	Internal Revenue Manual
IRS	Internal Revenue Service

Acronyms	Definition
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
PD	Process Description
PMI	Project Management Institute
POC	Point of Contact
RACI	(Responsible, Accountable, Consulted, and Informed) This model is used to help define roles and responsibilities, instructions for the activities used in the Hardware Asset Management procedures
RFC	Request For Change
SAM	Software Asset Management
TIER 3 Software (Micro)	Personal computers such as Desktop PC, Laptop PC, etc.
TIGTA	Treasury Inspector General for Tax Administration
UNS	User & Network Services

2.149.3.1.7  
(05-29-2024)

#### Related Resources

(1) The following lists the regulatory documents that validate the Asset Management Policy:

- Public Law 89-306, Automated Data Processing Equipment
- Office of Management and Budget (OMB) Circular A-123, Management's Responsibility for Internal Controls
- Treasury Department Publication 32-01, Accounting Principles and Standards OMB Circular A-127, Financial Management Systems
- Public Law 101-576, Chief Financial Officers Act of 1990
- Executive Order 12999, Educational Technology: Ensuring Opportunity for All Children in the Next Century
- Public Law 104-106, Clinger-Cohen Act of 1996, formerly Information Technology Reform Act of 1996
- IRM 1.2.1 - Servicewide Policy Statements and IRM 1.2.2 - Servicewide Delegations of Authority, to see information technology activities such as Policy Statement 2-93 (formerly P-1-229)
- Delegation Order 1-41 Delegation Order MITS-2-1-1, Authority to Approve IT Resources
- Policies and Procedures Memorandum No. 46.5, Evidentiary Documentation in Support of Receipt and Acceptance
- IRM 10.8, Information Technology(IT) Security
- IRM 1.14.4, Personal Property Management, Facilities Management and Security Services
- IRM 1.35.6, Administrative Accounting, Property and Equipment Accounting

- IRM 2.21, Shopping Cart Processing for Information Technology Products and Services
- IRM 1.15, Records and Information Management
- IRM 6.800, Employee Benefits
- IRM 2.127, Testing Standards and Procedures
- National Institute of Standards and Technology Special Publication 800-53, Recommended Security Controls for Federal Information Systems and Organizations (Aug. 2009)
- Treasury Directive Publication 85-01, Treasury IT Security Program (Nov. 3, 2006)
- Executive Order, Department of the Treasury Directive 85-02, Software Piracy Policy (May 4, 2010)
- Executive Order 13103 (Sep. 30, 1998), Computer Software Piracy
- Executive Order 13589, Promoting Efficient Spending (Nov. 09, 2011)
- Public Law 113-291, National Defense Authorization Act, Federal Information Technology Acquisition Reform Act, (FITARA) (Dec. 2014)
- “OMB issued Memorandum M-16-12, dated June 2, 2016:” Improving the Acquisition and Management of Common Information Technology: Software Licensing
- Public Law 114-210, Megabyte Act of 2016, Making Electronic Government Accountable by Yielding Tangible Efficiencies Act of 2016 (July 29, 2016)
- Asset Management - Enterprise-wide Software User Guide
- Asset Management - UNS Software User Guide
- Asset Management - Hardware User Guide
- General Services Administration Bulletin Federal Management Regulation (FMR) B - 34, Disposal of Federal Electronic Assets
- Memorandum, dated July 26, 2011 and signed by CTO for IRS Computer Room and Ownership and Management which assigns ownership of all Computer Rooms to Enterprise Operations

2.149.3.2  
(05-29-2024)

**Step 1 - Manage IT  
Asset Plan Workflow**

- (1) A workflow consists of Activities and Tasks, Inputs and Outputs, Roles, and Flow Diagrams. It describes the tasks, procedural steps, organizations or people involved, required input and output information, and tools needed for each step of the process.

2.149.3.2.1  
(05-29-2024)

**Main Process Diagram**

- (1) This step does not have a Main Process Diagram, only Cross-Functional Diagram.
- (2) Step 1 - Manage IT Asset outlines the steps required to plan for new IT asset purchases or replacement of existing IT assets.

2.149.3.2.2  
(05-29-2024)

**Entry Criteria**

- (1) Generally, Step 1 - Manage IT Asset – Hardware procedure occurs after the following events:
- Approved Request for IT Asset
  - New technology



2.149.3.2.3  
(05-29-2024)  
**Inputs**

- (1) Process inputs are used as triggers to initiate the process and to produce the desired outputs. Users, stakeholders or other processes provide inputs. The following is a list of inputs for this process:

Name	Description	Supplier
Service Request	A request from a User for information, or advice, or for a Standard Change or for Access to an IT Service.	Request Fulfillment
Incident	An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.	Incident Management
RFC/Work Request	A formal proposal for a change to be made (work request). An RFC includes details of the proposed change, and may be recorded on paper or electronically.	Change Management
IT Equipment Profile	The standardized list of IT equipment given to each employee based upon their occupation in the IRS.	Service Level Management
Budget Information	The financial data used to support the IT Asset Plan (e.g., Investment Management and Spending Plans).	IT Financial Management
IT Asset	The property or equipment that is part of the information technology infrastructure, including hardware and software for IT and telecommunications data and voice that is in use, in reserve storage, or is awaiting disposal.	Strategic Supplier Management, Asset Management

2.149.3.2.4  
(05-29-2024)  
**Outputs**

- (1) Each process produces tangible outputs. These outputs can take the form of products or data and can be delivered to a user or stakeholder, or, they can be used as inputs to other processes. Outputs are measurable in terms of quantity and quality.

Name	Description	Recipient
IT Asset Plan	A tactical plan for managing an organization's infrastructure and assets to deliver an agreed standard of service.	Strategic Supplier Management, IT Financial Management

Name	Description	Recipient
RFC/Work Request	A formal proposal for a change to be made (work request). An RFC includes details of the proposed change, and may be recorded on paper or electronically.	Change Management
Budget Information	The financial data used to support the IT Asset Plan (e.g., Investment Management and Spending Plans).	IT Financial Management
Knowledge Article	The shared information or instructions contained in a centralized database.	Knowledge Management, Stakeholders

2.149.3.2.5  
(05-29-2024)  
**Exit Criteria**

- (1) Step 1 - Manage IT Asset Plan - Hardware procedure is exited when:
- Submitted requests have been incorporated into an IT Asset Plan

2.149.3.2.6  
(05-29-2024)  
**Activities**

- (1) An activity is a major unit of work to be completed in achieving the objectives of the process. A process consists of a sequence of related activities that transforms inputs into outputs and performed by the roles defined in the process. Identify the activities in the process and provide a brief description. The activities must correspond with the high-level process flow diagram above.
- (2) Additional instructions for the following steps are found in the Asset Management – User Guides at the UNS, Operation Service Support Hardware Asset Management SharePoint site, see the following section for IRM Policies and Procedures: <https://irsgov.sharepoint.com/sites/ossamweb/Pages/IRM-Policies-and-Procedures.aspx>.

ID	Name	Description
A1	Analyze request	Analyze and gather request information for future needs.
A2	Review repository	Analyze repository data for availability of IT asset.
A3	Process request	Manage IT asset inventory levels.

2.149.3.2.7  
(05-29-2024)  
**Roles**

- (1) Each process defines at least one role. Each role is assigned to perform specific tasks within the process. The responsibilities of a role are confined to the specific process. They do not imply any functional standing within the hierarchy of an organization. For example, the process manager role does not imply the role is associated with or fulfilled by someone with functional management responsibilities within the organization. Within a specific process,

there can be more than one individual associated with a specific role. Additionally, a single individual can assume more than one role within the process although typically not at the same time.

Name	Description
Asset Management Specialists - Materials	<ul style="list-style-type: none"> <li>Develop, implement, execute, and modify the IRS IT Asset Plan</li> <li>Manage inventory replenishments</li> <li>Analyze information from multiple, disparate databases and formulate decisions and business justifications to adjust the inventory plan</li> <li>Develop forecasts and projections to determine demand on the inventory investment</li> <li>Analyze economic order quantities and delivery times for replenishment of the inventory items</li> <li>Develop policies and procedures related to the management of depot assets as needed</li> <li>Manage and control inventory levels</li> </ul>

2.149.3.2.8  
(05-29-2024)  
**Procedure**

- (1) A procedure provides the step by step instructions, or tasks, in how to perform each activity in the process and usually applies to a single role that will be responsible in performing the task.

- (2) Procedure Graphs.

2.149.3.2.8.1  
(05-29-2024)

**A1 Analyze Request**

- (1) Analyze and gather request information for future needs.

ID	Task Name and Description	Role	RACI	Duties
A1.1	Receive and review request  This task includes receiving Service, RFC/Work requests and determining if additional information is needed.	Asset Management Specialists - Materials	R	Review for completeness
		Stakeholders	C	Submit request

ID	Task Name and Description	Role	RACI	Duties
A1.2	Analyze request  This task includes determining if an IT Asset Plan exist to fulfill the request.	Asset Management Specialists - Materials	R	Review and research if an existing IT Asset Plan (e.g., Investment Management and Spending Plans) is available
A1.3	Analyze inventory levels  This task includes research and complete analysis of current inventory for forecasting needs.	Asset Management Specialists - Materials	R	Generate reports to identify current inventory levels to evaluate future needs
A1.4	Provide recommendations  This task includes contributing towards the creation of the IT Asset Plan.	Asset Management Specialists - Materials  Stakeholders	R  I	Analyze information and formulate decisions for input to the IT Asset Plan  Informed of recommendations

2.149.3.2.8.2  
(05-29-2024)

(1) Analyze repository data for availability of IT asset

#### A2 Review Repository

ID	Task Name and Description	Role	RACI	Duties
A2.1	Review IT asset stock levels  This task includes generating reports to identify "in stock" IT assets and conduct physical inventory, if applicable.	Asset Management Specialists - Materials	R	Produce reports to evaluate inventory levels

ID	Task Name and Description	Role	RACI	Duties
A2.2	Review in stock quantities for request fulfillment  This task involves receiving the equipment request and evaluating stock levels for availability.	Asset Management Specialists - Materials	R	Research repository to check for IT asset availability
		Stakeholders	C	Submit Request

2.149.3.2.8.3  
(05-29-2024)

#### A3 Process Request

(1) Manage IT asset inventory levels

ID	Task Name and Description	Role	RACI	Duties
A3.1	Forecast inventory investment needs  This task includes querying the repository and producing an inventory report to identify aging IT assets for future replacement (refreshment).	Asset Management Specialists - Materials	R	Generate Asset Management Reports  Analyze Asset Management Reports to target aged IT assets for possible replacement
		Stakeholders	C	Review vendor asset management reports  Provide inventory report
A3.2	Monitor vendor inventory levels  This task includes monitoring vendor inventory levels to ensure IT assets are available to meet future needs.	Asset Management Specialists - Materials  Stakeholders	R  C	Review vendor asset management reports  Provide inventory report

ID	Task Name and Description	Role	RACI	Duties
A3.3	<p>Monitor stock levels</p> <p>This task includes reviewing Asset Management Reports and validating physical IT assets to determine inventory stock levels.</p>	Asset Management Specialists - Materials	R	Generate Asset Management Reports
		Asset Management Specialists - Equipment	R	Review depot and other locations to identify stock availability for request fulfillment
		Stakeholders	C	Validate stock levels
				Provide local inventory stock levels held for break/replace incidents
A3.4	<p>Make recommendations to replenish the inventory</p> <p>This task includes preparing and submitting documentation to replenish and replace IT assets.</p>	Asset Management Specialists - Materials	R	Prepare funding request for inventory replenishment and replacement
		Stakeholders	I	Receive funding proposal

2.149.3.2.8.3.1  
(05-29-2024)

(1) Step 1 - Manage IT Asset - Hardware Procedure Flow Diagram

## Cross-Functional Diagram

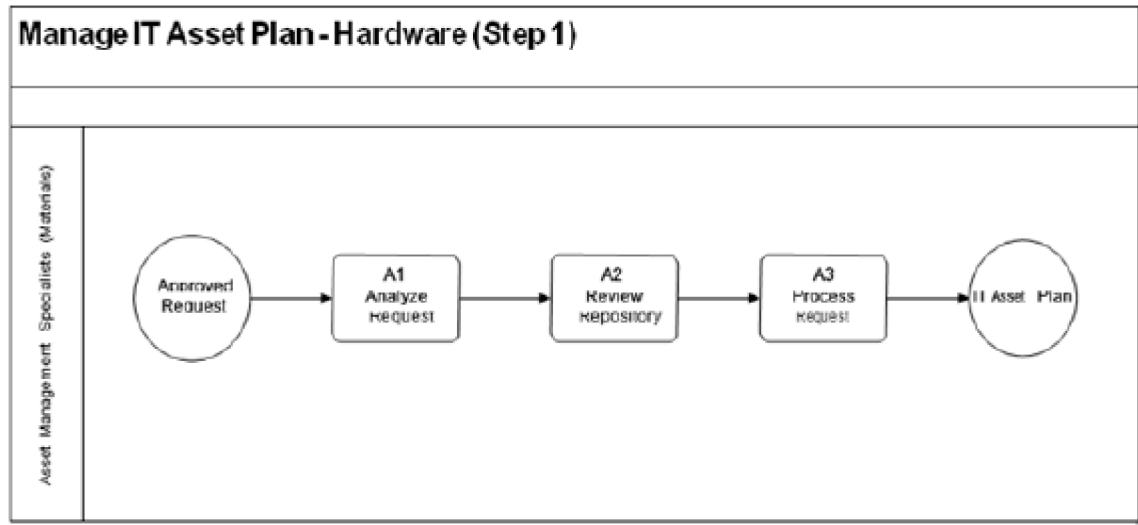


Figure 2.149.3-1

2.149.3.3  
(05-29-2024)

## Step 2 - Process Acquired IT Asset Workflow

(1) A workflow consists of Activities and Tasks, Inputs and Outputs, Roles, and Flow Diagrams. It describes the tasks, procedural steps, organizations or people involved, required input and output information, and tools needed for each step of the process.

2.149.3.3.1  
(05-29-2024)

## Main Process Diagram

- (1) This step does not have a Main Process Diagram, only Cross-Functional Diagram.
- (2) Step 2 - Process Acquired IT Asset is to ensure new and transferred IT assets are accounted for in the IRS authoritative repository.

2.149.3.3.2  
(05-29-2024)

## Entry Criteria

- (1) Generally, Step 2 - Process Acquired IT Asset Workflow - Hardware procedure occurs after the following events:
  - Purchase Notification
  - Service Request
  - Incident
  - RFC/Work Request

2.149.3.3.3  
(05-29-2024)

## Inputs

- (1) Process inputs are used as triggers to initiate the process and to produce the desired outputs. Users, stakeholders or other processes provide inputs. The following is a list of inputs for this process:

Name	Description	Supplier
Move/Add/Change	A Service Request is submitted to document the status (location/assignment/user) of any piece of hardware (IT asset). It is used to update the repository.	Asset Management, Stakeholders
Purchase Documentation	The types of purchase documentation include requisitions, awards, shipping information, vendor quotes and contracts.	Strategic Supplier Management
Asset Management Reports	The reports generated to provide data on the asset management inventory.	Asset Management, Strategic Supplier Management
Service Request	A request from a User for information, or advice, or for a Standard Change or for Access to an IT Service.	Request Fulfillment
Acquisition Documentation	The types of acquisition documentation include transfers from another federal agency and/or seized and forfeited assets.	Asset Management, Stakeholders

2.149.3.3.4  
(05-29-2024)  
**Outputs**

- (1) Each process produces tangible outputs. These outputs can take the form of products or data and can be delivered to a user or stakeholder, or, they can be used as inputs to other processes. Outputs are measurable in terms of quantity and quality.

Name	Description	Recipient
Asset Repository	An asset record is updated within the Asset Repository.	Asset Management
Asset Management Reports	The reports generated to provide data on the current asset management inventory.	Asset Management, Strategic Supplier Management, Stakeholders
Knowledge Article	The shared information or instructions contained in a centralized database.	Knowledge Management, Stakeholders



2.149.3.3.5  
(05-29-2024)  
**Exit Criteria**

- (1) Step 2 - Process Acquired IT Asset - Hardware procedure is exited when:
- Acquired IT asset is obtained to meet requests and successfully added to the repository

2.149.3.3.6  
(05-29-2024)  
**Activities**

- (1) An activity is a major unit of work to be completed in achieving the objectives of the process. A process consists of a sequence of related activities that transforms inputs into outputs and performed by the roles defined in the process. Identify the activities in the process and provide a brief description. The activities must correspond with the high-level process flow diagram.

ID	Name	Description
A1	Receive and process notifications	Notifications are received and processed for all IT asset acquisitions.
A2	Update repository	Create/Update record.

2.149.3.3.7  
(05-29-2024)  
**Roles**

- (1) Each process defines at least one role. Each role is assigned to perform specific tasks within the process. The responsibilities of a role are confined to the specific process. They do not imply any functional standing within the hierarchy of an organization. For example, the process manager role does not imply the role is associated with or fulfilled by someone with functional management responsibilities within the organization. Within a specific process, there can be more than one individual associated with a specific role. Additionally, a single individual can assume more than one role within the process although typically not at the same time.

Name	Description
Asset Management Specialists - Hardware	<ul style="list-style-type: none"> <li>Manage control processes and interactions for all enterprise-wide hardware financial assets and associated components</li> <li>Develop policies and procedures related to the management of hardware assets as needed</li> <li>Provide input for hardware asset lifecycle plans</li> <li>Direct and execute hardware asset certification activities</li> <li>Develop and maintain disposal policies/activities to ensure data integrity</li> <li>Reconcile hardware assets receipt data for verification and audit</li> <li>Process Move/Add/Change requests</li> <li>Oversee and coordinate with external/internal auditors (GAO, TIGTA, and CFO) regarding IT assets</li> <li>Administrate guidelines for quality reviews</li> </ul>

Name	Description
Asset Management Specialists - Materials	<ul style="list-style-type: none"> <li>• Develop, implement, execute, and modify the IRS IT Asset Plan</li> <li>• Manage inventory replenishments</li> <li>• Analyze information from multiple, disparate databases and formulate decisions and business justifications to adjust the inventory plan</li> <li>• Develop forecasts and projections to determine demand on the inventory investment</li> <li>• Analyze economic order quantities and delivery times for replenishment of the inventory items</li> <li>• Develop policies and procedures related to the management of depot assets as needed</li> <li>• Manage and control inventory levels</li> </ul>
Asset Management Specialists - Equipment	<ul style="list-style-type: none"> <li>• Prepare, coordinate, and ship equipment</li> <li>• Maintain and review repository for inventory accuracy</li> <li>• Receive new IT assets</li> <li>• Manage the receipt of IT assets</li> <li>• Retire IT assets as needed</li> <li>• Coordinate with FMSS to complete the disposal process</li> <li>• Evaluate usage and stock levels for IT assets</li> <li>• Develop policies and procedures related to the management of depot assets as needed</li> <li>• Recommend changes to the inventory plan based on inventory usage and demand levels</li> </ul>

2.149.3.3.8  
(05-29-2024)  
**Procedure**

(1) Procedure Graphs.

2.149.3.3.8.1  
(05-29-2024)

**A1 Receive and Process  
Notifications**

(1) Notifications are received and processed for all IT asset acquisitions.

ID	Task Name and Description	Role	RACI	Duties
A1.1	<p>Receive notifications of purchase or acquisition (transfer/forfeiture/seizure) and validate data</p> <p>This task includes receiving and validating e-mail or systemic notification for asset purchases initiated or transferred/forfeited/seized.</p>	Asset Management Specialists -Hardware	R	<p>Receive e-mail or systemic notification</p> <p>Identify controlled IT assets, quantity and asset type</p> <p>Verify model type exists</p> <p>Verify if barcoding is included for incoming IT asset and if not follow process to request barcodes</p> <p>Notify stakeholders of incoming IT assets</p>
		Stakeholders	C	<p>Submit notification of purchase or acquisition</p>

ID	Task Name and Description	Role	RACI	Duties
A1.2	<p>Receive and validate reports for pending asset deliveries</p> <p>This task includes checking the mailbox daily for reports of purchased assets/ acquisitions and comparing with Purchase Documentation.</p>	Asset Management Specialists -Hardware	R	<p>Check mailbox for receipt of reports</p> <p>Compare and validate Asset Management Report data e.g., asset model, manufacturer, shipping information, and quantity against Purchase Documentation</p>
		Stakeholders	C	Submit report

2.149.3.3.8.2 (1) Create/Update record.  
(05-29-2024)

#### A2 Update Repository

ID	Task Name and Description	Role	RACI	Duties
A2.1	<p>Add new IT assets to repository</p> <p>This task includes adding formatted Asset Management Report data to repository.</p>	Asset Management Specialists – Hardware	R	<p>Populate template with Asset Management Report data</p> <p>Add template data to repository</p>
A2.2	<p>Notify recipient of pending delivery</p> <p>This task includes notifying recipient that the assets have shipped and are awaiting receipt in the repository.</p>	Asset Management Specialists - Hardware	R	Send notification of pending delivery/Asset Management Report including asset description and quantities

ID	Task Name and Description	Role	RACI	Duties
		Stakeholders	I	Receive notification of pending delivery
A2.3	Confirm delivery of IT assets  This task includes monitoring for incoming asset deliveries and confirming receipt/acceptance.	Asset Management Specialists - Equipment	R	Verify receipt of IT asset delivery (vendor to depot): <ul style="list-style-type: none"> <li>• Receive and scan assets</li> <li>• Acknowledge receipt to Strategic Supplier Management</li> <li>• Notify Asset Management Specialists - Materials</li> </ul>
		Asset Management Specialists - Hardware	R	Verify receipt of IT asset delivery (vendor to recipient): <ul style="list-style-type: none"> <li>• Monitor pending asset delivery</li> <li>• Contact recipient to verify asset receipt</li> </ul>
		Asset Management Specialists - Materials	I	Receive notification of delivery from Depot
A2.4	Process repository changes  This task includes updating asset records to identify the current status, e.g., location and assignment.	Asset Management Specialists - Equipment	R	Upload scanned assets to repository
		Asset Management Specialists - Hardware	R	Process Move/Add/Change request and Service Request
		Stakeholders	C	Submit Move/Add/Change request if necessary

2.149.3.3.8.2.1  
(05-29-2024)

**Cross-Functional  
Diagram**

(1) Step 2 - Process Acquired IT Asset - Hardware Procedure Flow Diagram

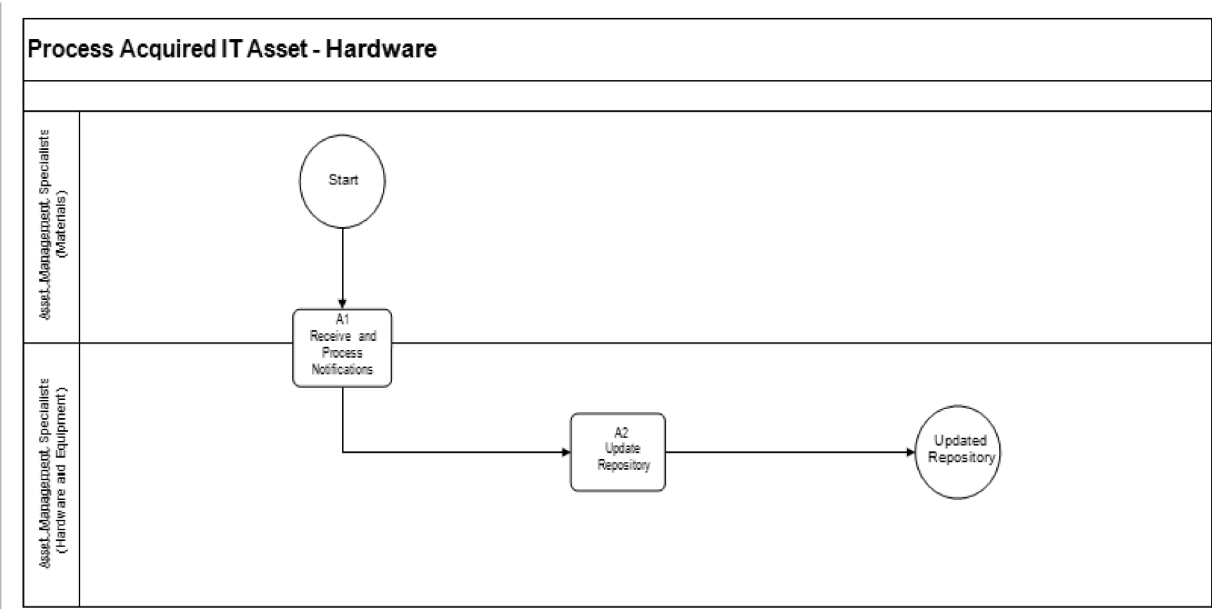


Figure 2.149.3-2

- 2.149.3.4  
(05-29-2024)  
**Step 3 - Deploy IT Asset - Hardware Procedure Workflow**

(1)

A workflow consists of Activities and Tasks, Inputs and Outputs, Roles, and Flow Diagrams. It describes the tasks, procedural steps, organizations or people involved, required input and output information, and tools needed for each step of the process.
- 2.149.3.4.1  
(05-29-2024)  
**Main Process Diagram**

(1)

This step does not have a Main Process Diagram, only Cross-Functional Diagram.

(2)

Step 3 - Deploy IT Asset is to provide IT assets needed to the recipient. Some of these activities include identifying assets and entering asset information in a repository.
- 2.149.3.4.2  
(05-29-2024)  
**Entry Criteria**

(1)

Generally, Step 3 - Deploy IT Asset - Hardware procedure occurs after the following event:
  - IT asset new to the environment has successfully completed Service Validation & Testing
- 2.149.3.4.3  
(05-29-2024)  
**Inputs**

(1)

Process inputs are used as triggers to initiate the process and to produce the desired outputs. Users, stakeholders or other processes provide inputs. The following is a list of inputs for this process.

Name	Description	Supplier
Service Request	A request from a User for information, or advice, or for a Standard Change, or for Access to an IT Service.	Request Fulfillment
Incident	An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.	Incident Management
RFC/Work Request	A formal proposal for a change to be made (work request). An RFC includes details of the proposed change, and may be recorded on paper or electronically.	Change Management
Move/Add/Change	A Service Request is submitted to document the status (location/ assignment/user) of any piece of hardware (IT asset). It is used to update the repository.	Asset Management, Strategic Supplier Management
Asset Management Reports	The reports generated to provide data on the asset management inventory.	Asset Management, Strategic Supplier Management
IT Equipment Profile	The standardized list of IT equipment given to each employee based upon their occupation in the IRS.	Service Level Management
Testing Documentation	The documentation of testing process and results.	Release & Deployment Management

#### 2.149.3.4.4 (05-29-2024) Outputs

- (1) Each process produces tangible outputs. These outputs can take the form of products or data and can be delivered to a user or stakeholder, or, they can be used as inputs to other processes. Outputs are measurable in terms of quantity and quality.

Name	Description	Recipient
Deployed IT Asset	The IT asset is delivered and set up for the recipient.	Asset Management, Stakeholders

Name	Description	Recipient
Asset Repository	An asset record is updated within the Asset Repository.	Asset Management
Asset Management Reports	The reports generated to provide data on the current asset management inventory.	Asset Management, Strategic Supplier Management, Stakeholders
Knowledge Article	The shared information or instructions contained in a centralized database.	Knowledge Management, Stakeholders

2.149.3.4.5  
(05-29-2024)  
**Exit Criteria**

- (1) Step 3 - Deploy IT Asset - Hardware procedure is exited when:
- The IT asset is delivered, set up for the recipient and the record is updated in the repository

2.149.3.4.6  
(05-29-2024)  
**Activities**

- (1) An activity is a major unit of work to be completed in achieving the objectives of the process. A process consists of a sequence of related activities that transforms inputs into outputs and performed by the roles defined in the process. Identify the activities in the process and provide a brief description. The activities must correspond with the high-level process flow diagram above.

ID	Name	Description
A1	Deploy IT Asset	The asset is delivered to the recipient.
A2	Update Repository	IT asset record is updated to reflect asset location and the assignment in the repository.

2.149.3.4.7  
(05-29-2024)  
**Roles**

- (1) Each process defines at least one role. Each role is assigned to perform specific tasks within the process. The responsibilities of a role are confined to the specific process. They do not imply any functional standing within the hierarchy of an organization. For example, the process manager role does not imply the role is associated with or fulfilled by someone with functional management responsibilities within the organization. Within a specific process, there can be more than one individual associated with a specific role. Additionally, a single individual can assume more than one role within the process although typically not at the same time.



Name	Description
Asset Management Specialists - Hardware	<ul style="list-style-type: none"> <li>• Manage control processes and interactions for all enterprise-wide hardware financial assets and associated components</li> <li>• Develop policies and procedures related to the management of hardware assets as needed</li> <li>• Provide input for hardware asset lifecycle plans</li> <li>• Direct and execute hardware asset certification activities</li> <li>• Develop and maintain disposal policies/activities to ensure data integrity</li> <li>• Reconcile hardware assets receipt data for verification and audit</li> <li>• Process Move/Add/Change requests</li> <li>• Oversee and coordinate with external/internal auditors (GAO, TIGTA, and CFO) regarding IT assets</li> <li>• Administrate guidelines for quality reviews</li> </ul>
Asset Management Specialists - Equipment	<ul style="list-style-type: none"> <li>• Prepare, coordinate, and ship equipment</li> <li>• Maintain and review repository for inventory accuracy</li> <li>• Receive new IT assets</li> <li>• Manage the receipt of IT assets</li> <li>• Retire IT assets as needed</li> <li>• Coordinate with FMSS to complete the disposal process</li> <li>• Evaluate usage and stock levels for IT assets</li> <li>• Develop policies and procedures related to the management of depot assets as needed</li> <li>• Recommend changes to the inventory plan based on inventory usage and demand levels</li> </ul>

2.149.3.4.8  
(05-29-2024)  
**Procedure**

(1) Procedure Graphs.

2.149.3.4.8.1  
(05-29-2024)  
**A1 Deploy IT Asset**

(1) The asset is delivered to the recipient.

ID	Task Name and Description	Role	RACI	Duties
A1.1	Depot delivers IT asset to recipient  This task includes reviewing request for IT asset availability and arranging for delivery.	Asset Management Specialists – Materials	R	Validates asset availability and approves request
		Asset Management Specialists - Equipment	R	Deploy IT assets (depot to recipient). The following steps are performed when an Incident, Service Request or RFC/Work Request requires a depot asset: <ul style="list-style-type: none"> <li>• Review Request</li> <li>• Process request</li> <li>• Ship IT asset</li> <li>• Update Service Request</li> </ul>
		Stakeholders	I	Receive IT asset

2.149.3.4.8.2  
(05-29-2024)

(1) IT asset record is updated to reflect asset location and the assignment in the repository.

#### A2 Update Repository

ID	Task Name and Description	Role	RACI	Duties
A2.1	Process repository changes  This task includes updating the repository to assign the IT asset to the recipient, change location and notate shipping information.	Asset Management Specialists – Equipment	R	Update the asset record in the repository to reflect the IT asset: <ul style="list-style-type: none"> <li>• Received from vendor</li> <li>• Shipped to recipient</li> </ul>
		Stakeholders	C	Receive IT asset and acknowledge receipt

ID	Task Name and Description	Role	RACI	Duties
A2.2	Process Move/Add/Change request  This task includes receiving the Move/Add/Change request to document the status (location/assignment/user) of the IT asset.	Asset Management Specialists - Hardware	R	Update repository to reflect current state: <ul style="list-style-type: none"> <li>Review request</li> <li>Update repository</li> </ul>
		Stakeholders	C	Submit Move/Add/Change request

2.149.3.4.8.2.1  
(05-29-2024)

(1) Step 3 - Deploy IT Asset - Hardware Procedure Flow Diagram

**Cross-Functional  
Diagram**

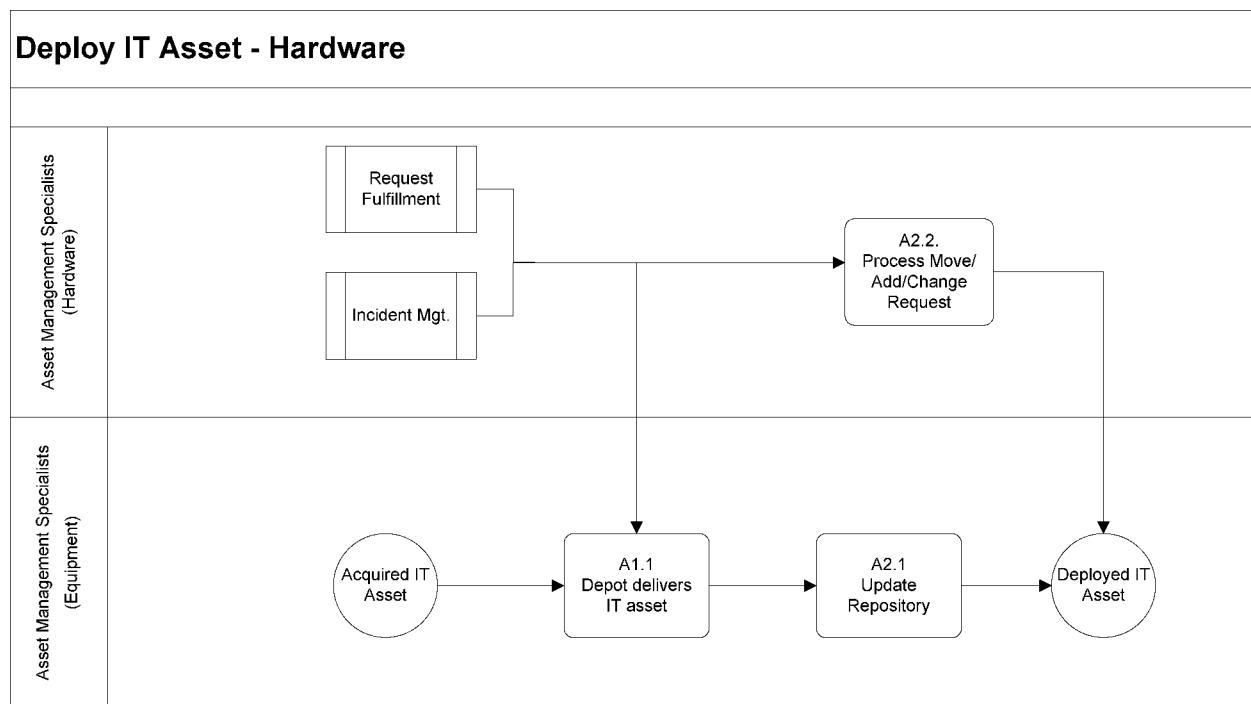


Figure 2.149.3-3

Figure 2.149.3-3

2.149.3.5  
(05-29-2024)

**Step 4 - Maintain IT  
Asset Workflow**

- (1) A workflow consists of Activities and Tasks, Inputs and Outputs, Roles, and Flow Diagrams. It describes the tasks, procedural steps, organizations or people involved, required input and output information, and tools needed for each step of the process.

2.149.3.5.1  
(05-29-2024)

#### Main Process Diagram

- (1) Maintain IT Asset is to inventory, count and track assets, monitor usage, and manage warranties (hardware) contracts for maintenance and support. Some of these activities include monitoring the useful life of an asset, quality reviews and continuous evaluations to improve services for future modification. Each activity may have a different trigger(s) that starts the process.
- (2) Step 4 - Maintain IT Asset Overview - Hardware Procedure Flow Diagram.

2.149.3.5.2  
(05-29-2024)

#### Entry Criteria

- (1) Generally, Step 4 - Maintain IT Asset - Hardware procedure occurs after the following event:
  - IT asset is deployed in the IT infrastructure

2.149.3.5.3  
(05-29-2024)

#### Inputs

- (1) Process inputs are used as triggers to initiate the process and to produce the desired outputs. Users, stakeholders or other processes provide inputs. The following is a list of inputs for this process.

Name	Description	Supplier
IT Asset	The property or equipment that is part of the information technology infrastructure, including hardware and software for IT and telecommunications data and voice that is in use, in reserve storage, or awaiting disposal.	Strategic Supplier Management, Asset Management
Asset Repository	The database that stores, maintains, and tracks the value and ownership of assets.	Asset Management
Asset Management Reports	The reports generated to provide data on the asset management inventory.	Asset Management, Strategic Supplier Management
Maintenance and Warranty Agreements	The warranties are agreements which call for the replacement or repair of hardware assets at no additional charge. Maintenance agreements ensure continued operation of an IT asset by providing preventive and remedial services including support and installation.	Strategic Supplier Management

Name	Description	Supplier
Purchase Documentation	The types of purchase documentation include requisitions, awards, shipping information, vendor quotes and contracts.	Strategic Supplier Management
Financial/ Compliance Audits (GAO, TIGTA, CFO)	The formal inspection and verification to check whether a standard or set of guidelines is being followed, that records are accurate, or that efficiency and effectiveness targets are being met.	Audit Management
Service Request	A request from a User for information, or advice, or for a Standard Change or for Access to an IT Service.	Request Fulfillment
Incident	An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.	Incident Management
Policies and Directives	The guidelines to manage the IT Asset Management program and ensure financial assets are accurately tracked in the authoritative repositories.	Asset Management
Annual Inventory Certification Plan	The annual overview of hardware asset management objectives, guidelines, and activities, necessary to meet IRS' annual financial audits and deliverables including certifying the accuracy and completeness of IRS' authoritative inventory system.	Asset Management
IT Equipment Profile	The standardized list of IT equipment given to each employee based upon their occupation in the IRS.	Service Level Management

Name	Description	Supplier
Move/Add/Change	A Service Request is submitted used to document the status (location/assignment/user) of any piece of hardware (IT asset). It is used to update the repository.	Asset Management, Stakeholders

2.149.3.5.4  
(05-29-2024)  
**Outputs**

- (1) Each process produces tangible outputs. These outputs can take the form of products or data and can be delivered to a user or stakeholder, or, they can be used as inputs to other processes. Outputs are measurable in terms of quantity and quality.

Name	Description	Recipient
Asset Repository	An asset record is updated within the Asset Repository.	Asset Management
Asset Management Reports	The reports generated to provide data on the current asset management inventory.	Asset Management, Strategic Supplier Management, Stakeholders
Service Request	A request from a User for information, or advice, or for a Standard Change, or for Access to an IT Service has been fulfilled and closed.	Request Fulfillment, Asset Management
Incident	The resolution of an unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.	Incident Management, Asset Management
Knowledge Article	The shared information or instructions contained in a centralized database.	Knowledge Management, Stakeholders

2.149.3.5.5  
(05-29-2024)  
**Exit Criteria**

- (1) Step 4 - Maintain IT Asset - Hardware procedure is exited when:
- IT assets are managed in the repository until end of life

2.149.3.5.6  
(05-29-2024)  
**Activities**

- (1) An activity is a major unit of work to be completed in achieving the objectives of the process. A process consists of a sequence of related activities that transforms inputs into outputs and performed by the roles defined in the process. Identify the activities in the process and provide a brief description. The activities must correspond with the high-level process flow diagram above.

ID	Name	Description
A1	Manage inventory data	Verify IRS owned IT assets are consistent with the inventory.
A2	Manage report data	Generate and analyze reports for recommendations.
A3	Manage audits	Collaborate to ensure compliance and respond to all IT asset internal/external audits and requests for information. The corrective actions will result in improved data and processes.
A4	Update repository	Process the IT asset record changes in the authoritative repository.
A5	Recommend corrective actions	Process data improvements as needed.

2.149.3.5.7  
(05-29-2024)  
**Roles**

- (1) Each process defines at least one role. Each role is assigned to perform specific tasks within the process. The responsibilities of a role are confined to the specific process. They do not imply any functional standing within the hierarchy of an organization. For example, the process manager role does not imply the role is associated with or fulfilled by someone with functional management responsibilities within the organization. Within a specific process, there can be more than one individual associated with a specific role. Additionally, a single individual can assume more than one role within the process although typically not at the same time.

Name	Description
Asset Management Specialists - Hardware	<ul style="list-style-type: none"> <li>• Manage control processes and interactions for all enterprise-wide hardware financial assets and associated components</li> <li>• Develop policies and procedures related to the management of hardware assets as needed</li> <li>• Provide input for hardware asset lifecycle plans</li> <li>• Direct and execute hardware asset certification activities</li> <li>• Develop and maintain disposal policies/activities to ensure data integrity</li> <li>• Reconcile hardware assets receipt data for verification and audit</li> <li>• Process Move/Add/Change requests</li> <li>• Oversee and coordinate with external/internal auditors (GAO, TIGTA, and CFO) regarding IT assets</li> <li>• Administrate guidelines for quality reviews</li> </ul>
Asset Management Specialists - Materials	<ul style="list-style-type: none"> <li>• Develop, implement, execute, and modify the IRS IT Asset Plan</li> <li>• Manage inventory replenishments</li> <li>• Analyze information from multiple, disparate databases and formulate decisions and business justifications to adjust the inventory plan</li> <li>• Develop forecasts and projections to determine demand on the inventory investment</li> <li>• Analyze economic order quantities and delivery times for replenishment of the inventory items</li> <li>• Develop policies and procedures related to the management of depot assets as needed</li> <li>• Manage and control inventory levels</li> </ul>



Name	Description
Asset Management Specialists - Equipment	<ul style="list-style-type: none"> <li>• Prepare, coordinate, and ship equipment</li> <li>• Maintain and review repository for inventory accuracy</li> <li>• Receive new IT assets</li> <li>• Manage the receipt of IT assets</li> <li>• Retire IT assets as needed</li> <li>• Coordinate with FMSS to complete the disposal process</li> <li>• Evaluate usage and stock levels for IT assets</li> <li>• Develop policies and procedures related to the management of depot assets as needed</li> <li>• Recommend changes to the inventory plan based on inventory usage and demand levels</li> </ul>

2.149.3.5.8  
(05-29-2024)

(1) Procedure Graphs.

#### Procedure

2.149.3.5.8.1  
(05-29-2024)

(1) Verify IRS owned IT assets are consistent with the inventory.

#### A1 Manage Inventory Data

ID	Task Name and Description	Role	RACI	Duties
A1.1	Issue Annual Inventory Certification Plan  This task includes preparing and sending the Annual Inventory Certification Plan.	Asset Management Specialists - Hardware	R	Distribute Annual Inventory Certification Plan
		Stakeholders	I	Receive Annual Inventory Certification Plan
A1.2	Process Perpetual Inventory Methods  This task includes updating the repository for asset changes occurring in the environment including automatic inventory scans.	Asset Management Specialists - Hardware	R	Update repository by processing Incidents, Move/Add/Change requests and Self-Certification activities

		Asset Management Specialists - Equipment	R	Update repository by processing Service Requests and Incidents
		Stakeholders	C	Respond to Self-Certification request
A1.3	<b>Manage Anomalies</b>  This task includes reviewing anomaly reports and analyzing information to resolve discrepancies in the repository within the scope of the Asset Management Specialists - Hardware.	Asset Management Specialists - Hardware	R	Manage and reconcile Anomaly Reports by: <ul style="list-style-type: none"> <li>• Generating reports</li> <li>• Analyzing discrepancies</li> <li>• Performing corrective actions</li> </ul>
	Go to A5: Recommend Corrective Actions			

2.149.3.5.8.2  
(05-29-2024)

(1) Generate and analyze reports for recommendations.

#### A2 Manage Report Data

ID	Task Name and Description	Role	RACI	Duties
A2.1	Generate reports  This task includes the daily management of the repository to ensure accuracy and monitoring of the hardware life cycle. Common triggers for this activity include RFC/Work Request, Service Request, Maintenance and Warranty Agreements.	Asset Management Specialists - Hardware and Materials	R	Generate Asset Management reports
		Stakeholders	C	Submit request



ID	Task Name and Description	Role	RACI	Duties
A3.1	Respond to audit requests  This task involves providing data to TIGTA, CFO, and GAO for audit requests.	Asset Management Specialists - Hardware	R	Conduct research and provide data requested
		Stakeholders	C	Communicate audit requirements
A3.2	Receive audit findings  This task involves receiving and analyzing audit findings from TIGTA, CFO, and GAO. Develop and provide an appropriate response.	Asset Management Specialists - Hardware	R	Review information and provide feedback
		Stakeholders	C	Communicate audit findings
A3.3	Perform corrective actions based on audit findings  This task involves performing corrective actions within the scope of the Asset Management Specialists - Hardware.	Asset Management Specialists - Hardware, Materials and Equipment	R	Implement recommendations to address corrective actions  Communicate corrective actions implemented
		Stakeholders	I	Receive notification of corrective actions implemented

ID	Task Name and Description	Role	RACI	Duties
	Go to A5: Recommend Corrective Actions			

2.149.3.5.8.4 (1) Process the IT asset record changes in the authoritative repository.  
(05-29-2024)

**A4 Update Repository**

ID	Task Name and Description	Role	RACI	Duties
A4.1	Process repository changes  This task involves updating the repository in response to the supporting change documents including hardware life cycle changes based on predefined criteria (refreshment).	Asset Management Specialists - Hardware	R	Update repository as requested from: <ul style="list-style-type: none"><li>• Incident</li><li>• RFC/Work Request</li><li>• Service Request</li><li>• Barcode Scanner</li><li>• Automated Inventory Scans</li><li>• Move/Add/Change request</li></ul>
		Asset Management Specialists - Materials	R	Update asset record in repository to reflect refreshment eligibility
		Stakeholders	C	Submit change request
	The end state is a "Managed IT Asset"			

2.149.3.5.8.5 (1) Process data improvements as needed.  
(05-29-2024)

**A5 Recommend Corrective Actions**

ID	Task Name and Description	Role	RACI	Duties
A5.1	Manage data discrepancies  This task includes managing IT asset data discrepancies.	Asset Management Specialists - Hardware and Materials	R	Generate Asset Management reports

ID	Task Name and Description	Role	RACI	Duties
A5.2	Issue guidance  This task includes performing analysis for areas of improvements and making recommendations.	Asset Management Specialists - Hardware and Materials	R	Analyze reports and make recommendations
		Stakeholders	C	Receive recommendations for corrective actions  Physically verify asset discrepancy and submit response
A5.3	Process repository changes  This task includes modifications to the repository in response to the corrective actions.	Asset Management Specialists - Hardware, Materials and Equipment	R	Make changes to the repository to address corrective actions
	The end state is a "Managed IT Asset"			

2.149.3.5.8.5.1 (1)  
(05-29-2024)

**Cross-Functional  
Diagram**

## Maintain IT Asset Overview – Hardware

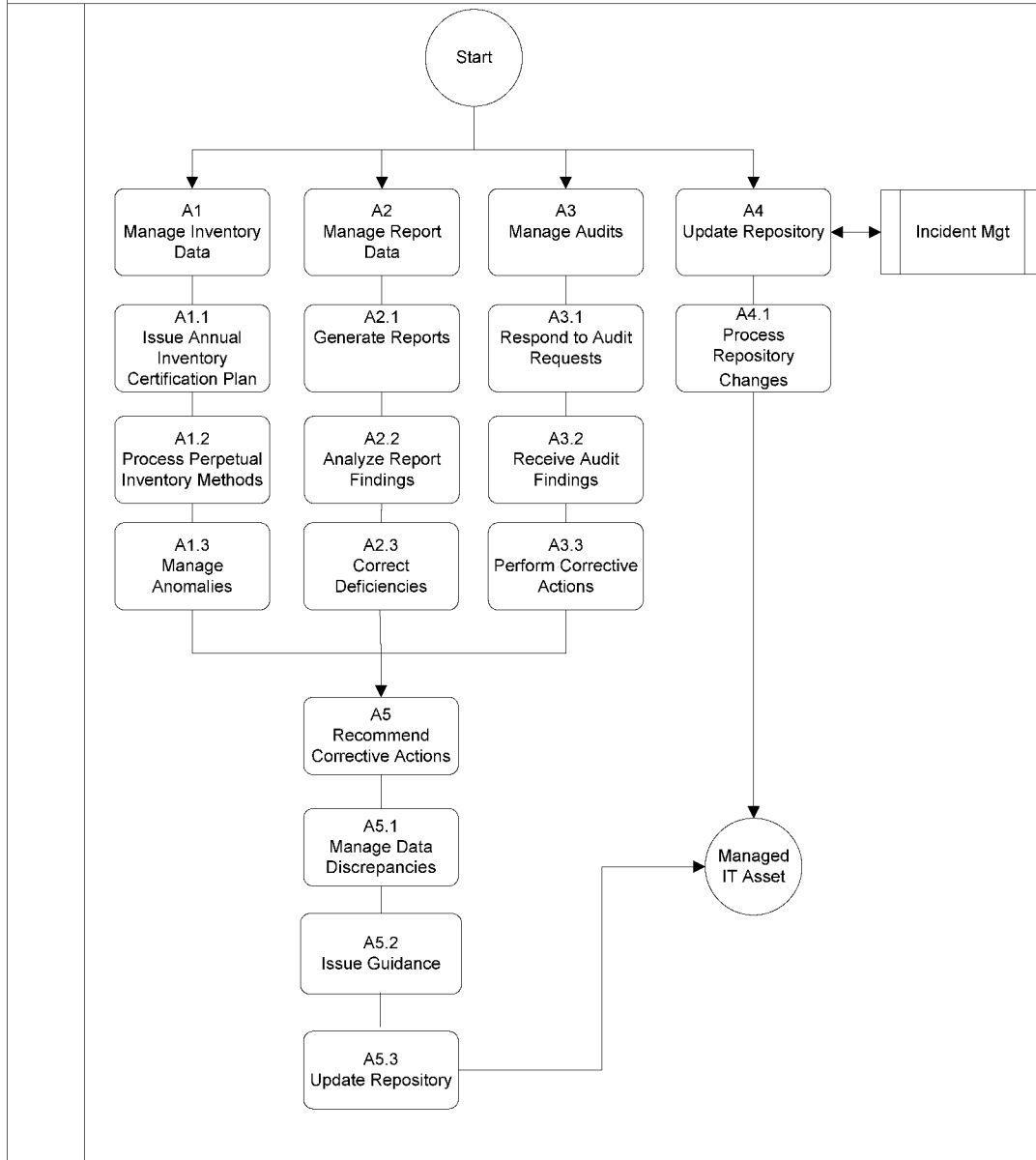


Figure 2.149.3-4

Figure 2.149.3-4

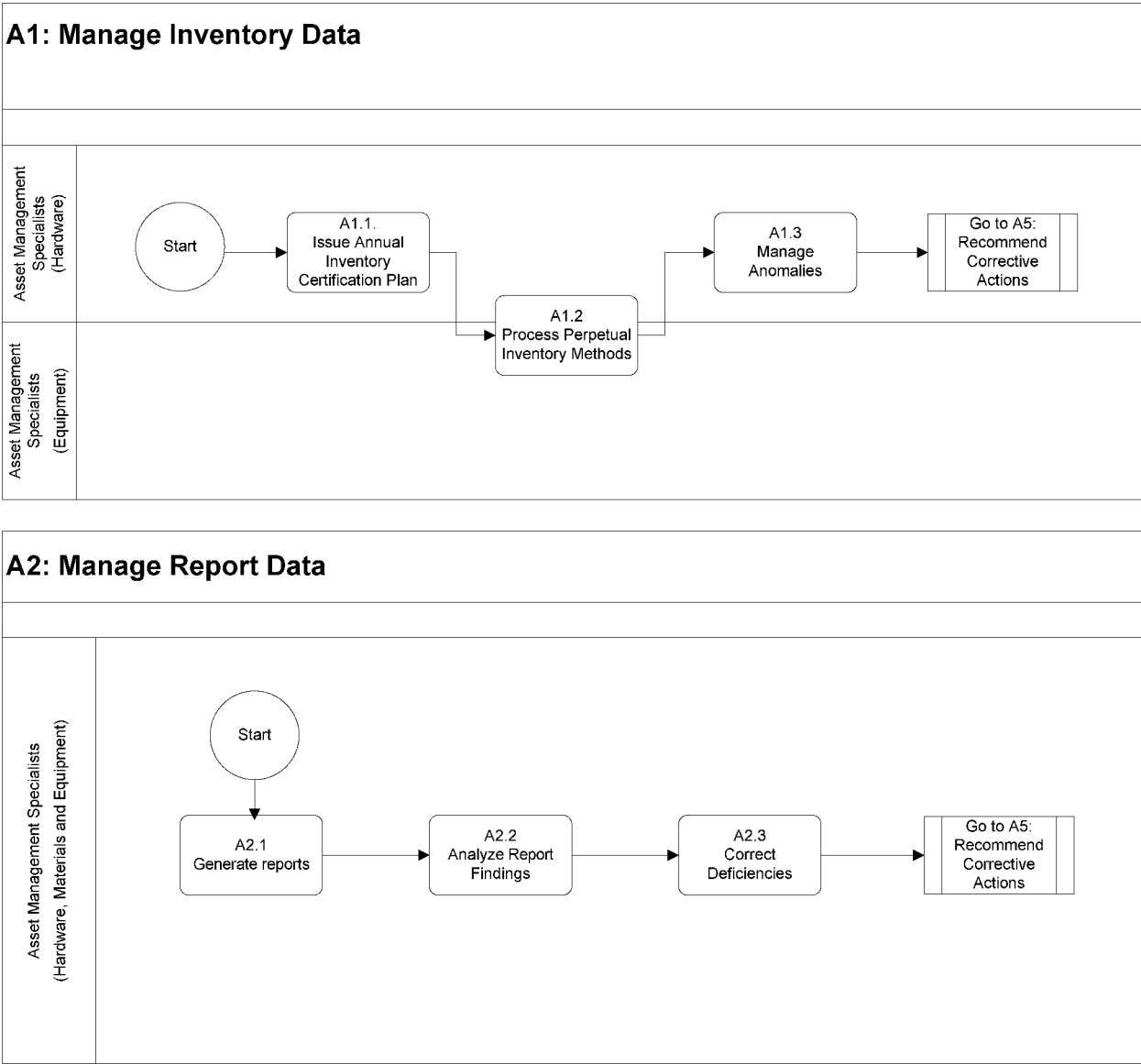


Figure 2.149.3-5

Figure 2.149.3-5



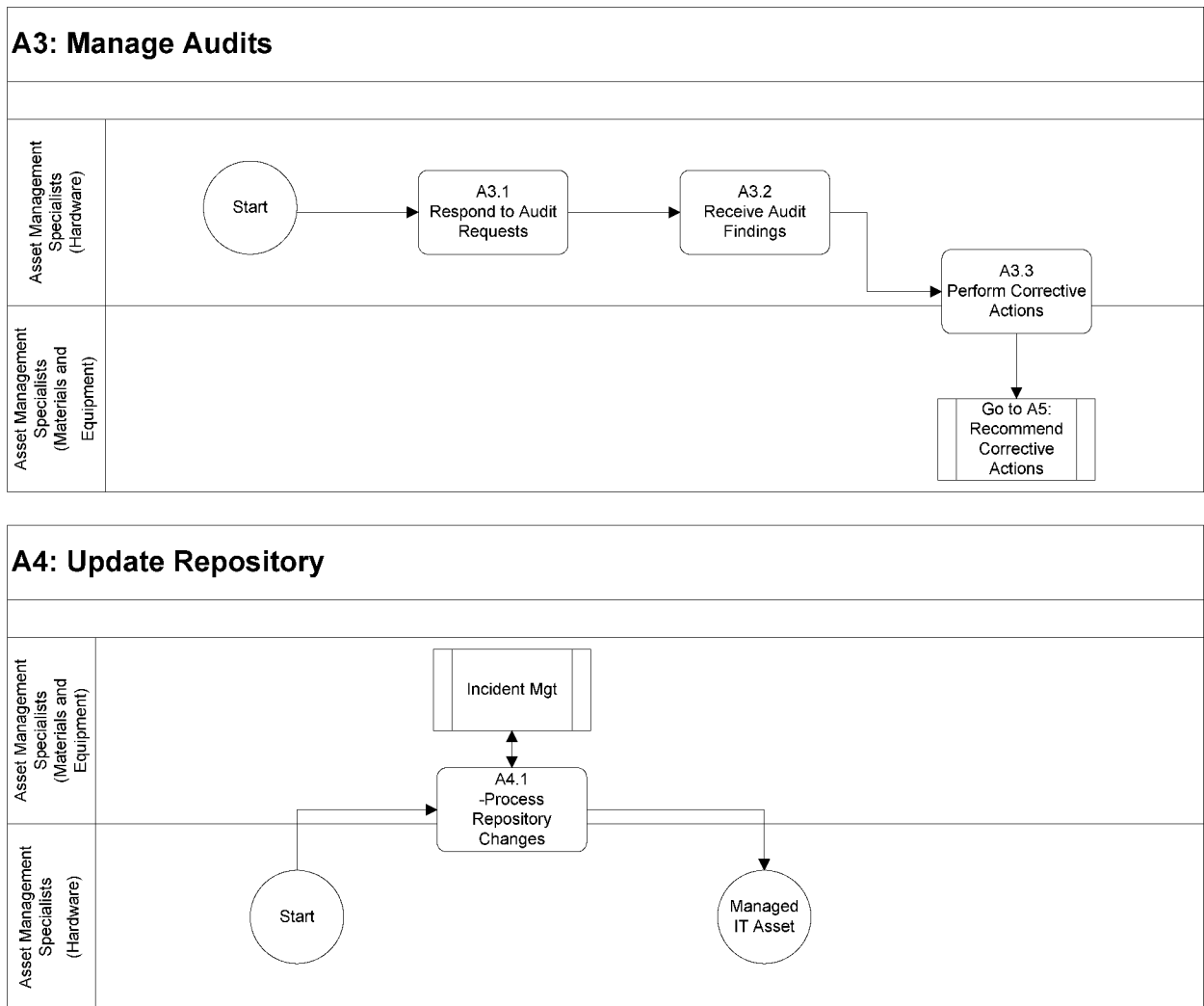


Figure 2.149.3-6

Figure 2.149.3-6

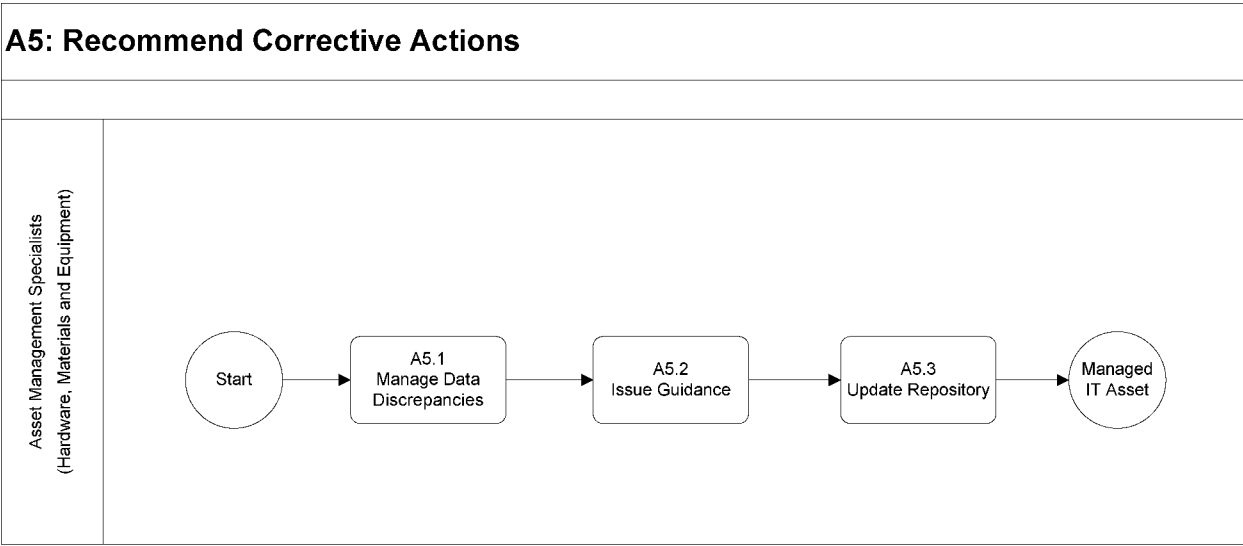


Figure 2.149.3-7

Figure 2.149.3-7

- 2.149.3.6  
(05-29-2024)  
**Step 5 - Dispose IT Asset Workflow**

(1)

A workflow consists of Activities and Tasks, Inputs and Outputs, Roles, and Flow Diagrams. It describes the tasks, procedural steps, organizations or people involved, required input and output information, and tools needed for each step of the process.
- 2.149.3.6.1  
(05-29-2024)  
**Main Process Diagram**

(1)

This step does not have a Main Process Diagram, only Cross-Functional Diagram.

(2)

Step 5 - Dispose IT Asset is to remove IT assets from active inventory and make them unavailable for use. Some of these activities include determining IT assets reaching end of life and performing disposal activities.
- 2.149.3.6.2  
(05-29-2024)  
**Entry Criteria**

(1)

Generally, Step 5 - Dispose IT Asset - Hardware procedure occurs after the following event:
  - IT asset is ready for disposal or reached end of life
- 2.149.3.6.3  
(05-29-2024)  
**Inputs**

(1)

Process inputs are used as triggers to initiate the process and to produce the desired outputs. Users, stakeholders or other processes provide inputs. The following is a list of inputs for this process:

Name	Description	Supplier
IT Asset	The property or equipment that is part of the information technology infrastructure, including hardware and software for IT and telecommunications data and voice that is in use, in reserve storage, or awaiting disposal.	Strategic Supplier Management, Asset Management

Name	Description	Supplier
Asset Repository	The database that stores, maintains and tracks the value and ownership of assets.	Asset Management
Asset Management Reports	The reports generated to provide data on the asset management inventory.	Asset Management, Strategic Supplier Management
Service Request	A request from a User for information, or advice, or for a Standard Change, or for Access to an IT Service.	Request Fulfillment
Incident	An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.	Incident Management
Policies and Directives	The guidelines to manage the IT Asset Management program and ensure financial assets are accurately tracked in the authoritative repositories.	Asset Management
Maintenance and Warranty Agreements	The warranties are agreements which call for the replacement or repair of hardware assets at no additional charge. Maintenance agreements ensure continued operation of an IT asset by providing preventive and remedial services including support and installation.	Strategic Supplier Management
Move/Add /Change	A Service Request is submitted to document the status (location/ assignment/user) of any piece of hardware (IT asset). It is used to update the repository.	Asset Management, Stakeholders
Disposal Documentation	The documents used to support the disposal of hardware IT assets.	Asset Management, Strategic Supplier Management, FMSS

2.149.3.6.4  
(05-29-2024)  
**Outputs**

- (1) Each process produces tangible outputs. These outputs can take the form of products or data and can be delivered to a user or stakeholder, or, they can be used as inputs to other processes. Outputs are measurable in terms of quantity and quality.

Name	Description	Recipient
Asset Management Reports	The reports generated to provide data on the current asset management inventory.	Asset Management, Strategic Supplier Management, Stakeholders
Service Request	A request from a User for information, or advice, or for a Standard Change or for Access to an IT Service has been fulfilled and closed.	Request Fulfillment, Asset Management
Incident	The resolution of an unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.	Incident Management, Asset Management
Asset Repository	An asset record is updated within the Asset Repository.	Asset Management
Knowledge Article	The shared information or instructions contained in a centralized database.	Knowledge Management, Stakeholders
Disposal Documentation	The documents used to support the disposal of hardware IT assets.	Asset Management, Strategic Supplier Management, FMSS

2.149.3.6.5  
(05-29-2024)  
**Exit Criteria**

- (1) Step 5 - Dispose IT Asset - Hardware procedure is exited when:
- IT asset has been removed from the IRS environment and record updates have been finalized

2.149.3.6.6  
(05-29-2024)  
**Activities**

- (1) An activity is a major unit of work to be completed in achieving the objectives of the process. A process consists of a sequence of related activities that transforms inputs into outputs and performed by the roles defined in the process. Identify the activities in the process and provide a brief description. The activities must correspond with the high-level process flow diagram above.

ID	Name	Description
A1	Determine IT assets at EOL	Monitor and manage IT assets that do not meet operational needs in accordance with end of life (EOL) criteria which is based upon the contract.
A2	Manage disposal activities	Perform the steps to remove IT asset from operational use.

ID	Name	Description
A3	Update repository	Execute disposition updates for IT assets by processing IT asset record changes.

2.149.3.6.7  
(05-29-2024)

#### Roles

- (1) Each process defines at least one role. Each role is assigned to perform specific tasks within the process. The responsibilities of a role are confined to the specific process. They do not imply any functional standing within the hierarchy of an organization. For example, the process manager role does not imply the role is associated with or fulfilled by someone with functional management responsibilities within the organization. Within a specific process, there can be more than one individual associated with a specific role. Additionally, a single individual can assume more than one role within the process although typically not at the same time.

Name	Description
Asset Management Specialists - Materials	<ul style="list-style-type: none"><li>• Develop, implement, execute, and modify the IRS IT Asset Plan</li><li>• Manage inventory replenishments</li><li>• Analyze information from multiple, disparate databases and formulate decisions and business justifications to adjust the inventory plan</li><li>• Develop forecasts and projections to determine demand on the inventory investment</li><li>• Analyze economic order quantities and delivery times for replenishment of the inventory items</li><li>• Develop policies and procedures related to the management of depot assets as needed</li><li>• Manage and control inventory levels</li></ul>

Name	Description
Asset Management Specialists - Equipment	<ul style="list-style-type: none"><li>• Prepare, coordinate, and ship equipment</li><li>• Maintain and review repository for inventory accuracy</li><li>• Receive new IT assets</li><li>• Manage the receipt of IT assets</li><li>• Retire IT assets as needed</li><li>• Coordinate with FMSS to complete the disposal process</li><li>• Evaluate usage and stock levels for IT assets</li><li>• Develop policies and procedures related to the management of depot assets as needed</li><li>• Recommend changes to the inventory plan based on inventory usage and demand levels</li></ul>

2.149.3.6.8  
(05-29-2024)  
**Procedure**

(1) Procedure Graphs

2.149.3.6.8.1  
(05-29-2024)  
**A1 Determine IT Asset At EOL**

(1) Monitor and manage IT assets that do not meet operational needs in accordance with end of life (EOL) criteria which is based upon the contract.

ID	Task Name and Description	Role	RACI	Duties
A1.1	Identify EOL IT assets  This task includes determining IT assets that have reached EOL by either pre-defined criteria or physical asset condition.	Asset Management Specialists - Materials	R	Generate reports to identify EOL assets
		Stakeholders	R	Submit requests for physical removal of EOL assets

2.149.3.6.8.2  
(05-29-2024)

## A2 Manage Disposal Activities

- (1) Perform the steps to remove IT asset from operational use.

ID	Task Name and Description	Role	RACI	Duties
A2.1	Initiate disposal activities  This task includes receiving a request for disposal of IT assets.	Asset Management Specialists - Equipment	R	Receive and review requests to dispose of IT assets
A2.2	Arrange for IT assets removal  This task includes verifying the status of the equipment being excessed and ensuring it is ready for pick up.	Asset Management Specialists - Equipment  Stakeholders	R  C	Contact requester to verify equipment being excessed  Respond to request
A2.3	Process repository changes  This task includes updating the IT asset record to reflect assets are ready for removal in repository.	Asset Management Specialists - Equipment	R	Update the asset record in the repository to indicate awaiting excess status for removal
A2.4	Coordinate disposal  This task includes preparing IT assets for disposal (e.g., SF-120, sanitization, etc.) and submitting request to FMSS.	Asset Management Specialists - Equipment  Stakeholders	R  I	Ensure disposal documentation is complete  Submit request to pick up IT assets  Receive request

2.149.3.6.8.3  
(05-29-2024)  
**A3 Update Repository**

- (1) Execute disposition updates for IT assets by processing IT asset record changes.

ID	Task Name and Description	Role	RACI	Duties
A3.1	Transfer to FMSS  This task includes updating IT asset records to reflect final disposition in repository.	Asset Man- agement Specialists - Equipment	R	Update repository to reflect IT assets have been transferred to FMSS
A3.2	FMSS removal of IT assets  This task includes physical removal of IT assets from site.	Asset Man- agement Specialists - Equipment  Stakeholders	R  C	Make ar- rangements to have IT assets picked up  Physical removal of IT assets

2.149.3.6.8.3.1  
(05-29-2024)  
**Cross-Functional  
Diagram**

- (1) Step 5 - Dispose IT Asset - Hardware Procedure Flow Diagram



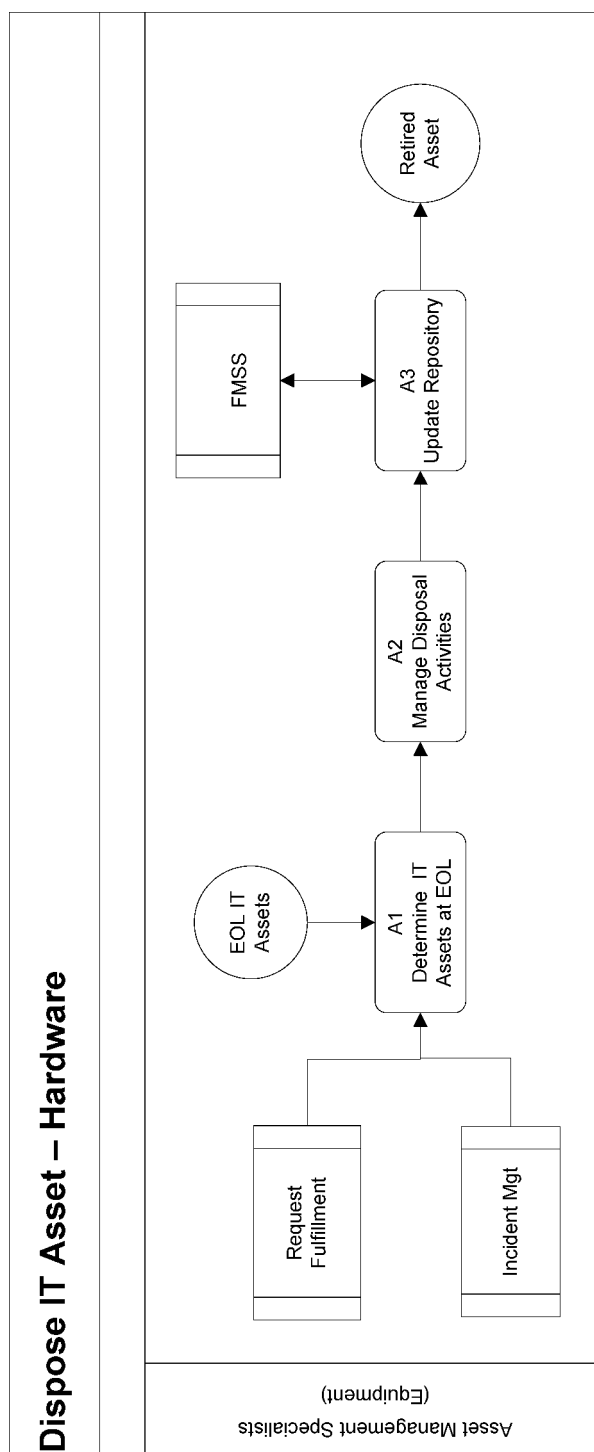


Figure 2.149.3-8

