

HARDWARE & SOFTWARE INVENTORY MANAGEMENT




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STANDARD OPERATING PROCEDURE			
Value and Budget Housing Corporation Pvt Ltd	HARDWARE & SOFTWARE INVENTORY MANAGEMENT	DOC.NO: VBHC/IT/P/03	

HISTORY OF REVISIONS

[illegible]



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HARDWARE & SOFTWARE INVENTORY MANAGEMENT

1. PURPOSE

To ensure that adequate IT resources such as new Software, Hardware, and License are available for effective business performance

2. PROCESS TRIGGER

This process is triggered whenever a request for new software or hardware or license is made by owner of relevant department to the IT Infra Lead / IT Head.

3. SCOPE AND APPLICATION

This process is applicable to all corporate IT Procurement/Licensing/Leasing and Management of asset-inventory, including monthly tracking.

4. PROCESS OWNER

IT Infra Lead / IT Head

5. PREDECESSOR AND SUCCESSOR PROCESSES

Predecessor Process:


Successor Process:

6. RESPONSIBILITY AND AUTHORITY

To Approve Quotes: IT Head

To Approve Configuration: IT Infra Lead / IT Head


To Approve Setup & configuration: IT Infra Engineer

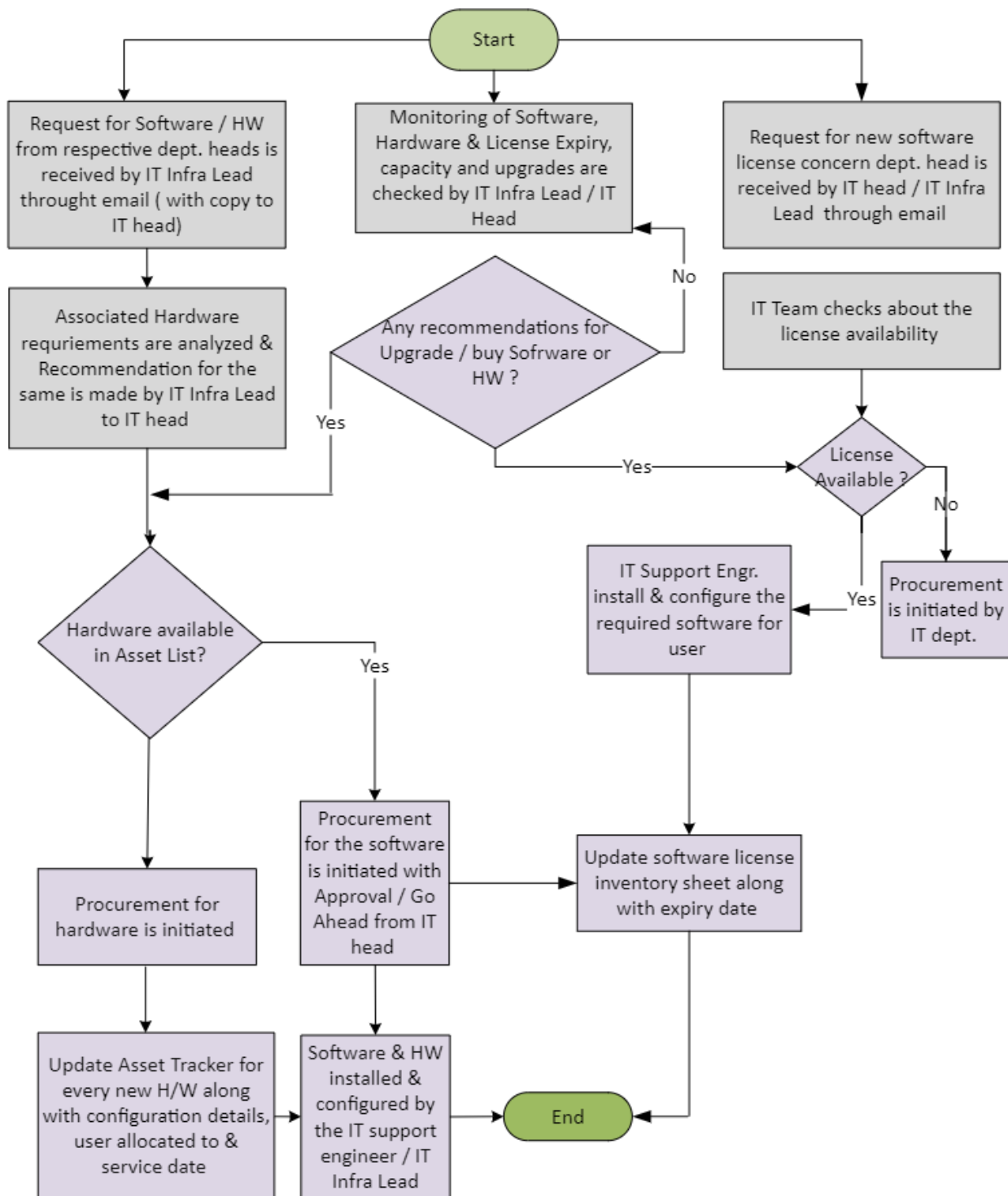
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7. **DEFINITIONS & ABBREVIATIONS**


1. IT Head : Head of IT Department
2. IT : Information Technology
3. TAT : Turn Around Time

8. **PROCESS FLOW CHART**

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9. PROCESS DESCRIPTION

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9.1. **New Software Request:**

9.1.1. Request from owner/head of relevant department (along with approval by Dept. Head) is forwarded to IT Infra Lead through email (with a copy to IT Head).

9.1.2. Associated Hardware requirements and associated cost are analyzed and recommendation is made by IT Infra Lead and approved by the IT Head for hardware requirements and by owner/head of relevant department for cost.


9.1.3. Procurement for the same is initiated with the approval of IT Head.

9.1.4. Refer step approval process for Procurement of Software / Hardware in the below table.

Particulars	Quadra License	Salesforce License	Other Software Licenses	IT Hardware /Peripherals
Requestor	Department	User/Department	User/Department	Users/Department
First Level Approval	Finance Head	Approved by Sales/Marketing Head	IT Head	IT Head/Operation Head/CEO**
Second Level Approval		CEO	CEO**	

** Other Software Licenses / IT Peripherals: CEO / Operational Head approval may be required based on the cost and volume.

9.1.5. Procured Software is Installed and Configured by the IT Support Engineer.

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9.2. **New Software and additional users or New Employees or Periodic Maintenance Analysis / Incident Management revealing need for New Hardware to be procured or existing hardware to be upgraded**

9.2.1. If Hardware asset is available, the recommendation from IT Infra Lead is made to the IT Head.

9.2.2. If the Hardware asset unavailable or insufficient, Procurement is initiated with Approval / Go-Ahead from IT Head.

9.2.3. Delivered Hardware is Installed & Configured by the IT Support Engineer and IT Infra Lead.

9.3. **New License Request:**

9.3.1. New Employee request from HR or request from the owner of relevant department (along with approval by Dept. Head) is forwarded to IT Support Engineer through email with copy to IT Infra Lead / IT Head

9.3.2. IT Support Engineer refers to the License Inventory for available Licenses.

9.3.3. If license is available, the IT Support Engineer installs & configures the required software.


9.3.4. If license is not available, procurement is initiated by IT Infra Lead. Post delivery/procurement, the IT Support Engineer installs and configures the required software

9.4. **Software, Hardware & License Capacity & Inventory Tracking**

9.4.1. Every new software along with configuration details and expiry-date (if any) are entered into the License Inventory tracker (along with usernames for whom the License has been given to).

9.4.2. Every new Hardware along with configuration details, user allocated to and service-date (if any) are entered into the Hardware asset tracker

9.4.3. Service dates/Expiry dates are reviewed monthly by IT Infra Lead, capacity and upgrade/buy requirements are monitored by auto alerts generated by software and action taken, accordingly by IT Infra Lead.

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10. EFFECIENCY MEASURES AND EFFECTIVENESS MEASURES

Efficiency Measures: Average TAT for new License, Hardware or Software

Effectiveness Measures: Resolution of issues

11. RISK ASSOCIATED WITH THE PROCESS

10.1.1 Delay in resolution could impact the productivity of construction site or other business processes.

10.1.2 Increasing trend in # incidents could lead to system instability.

11 RECORDS

Quotations from Vendors – Minimum Retention Period – 1yr/Till Project Completion

Purchase Orders – Minimum Retention Period – 1yr/Till Project Completion
