

No. IT- 041	Policy Name: Obsolete Computer Equipment Disposal Procedure
Effective Date: 11-2-2015 Last Revised Date: 11-2-2015	Citywide Policy _ IT Policy _ IT Procedure <u>X</u>
Approved By: IT Director	

Obsolete Computer Equipment Disposal Procedure

Background

This procedure references policies IT-021 IT Security Policy, IT-034 Data Disposal Policy, and the Commonwealth of Virginia Surplus Property Manual. The IT Department provides computer and computer related equipment disposal and recycling services to City departments throughout the year. These services are provided by qualified contractors obtained through the procurement process. Versability Resources is the organization currently contracted to provide these services. City IT may change vendors as needed. IT arranges equipment disposals approximately three times per year. If a department cannot wait until the next scheduled disposal date, IT can provide the contractor’s contact information so that the department can initiate their own disposition. Prior to any disposition, all forms must be submitted and the eligibility process completed by IT.

Definitions (Disposal Timeframes, Notifications and Locations)

Equipment disposal notifications are sent via citywide email and the Helpdesk, utilizing IT360 Announcements. Notifications may also be listed on the Intranet website. The notification process will include several dates, as seen below, to assist with departmental preparation and coordination. Please see Disposal Process for more details.

1. Date 1 - Equipment Disposal Notification Date (Five weeks prior to department equipment drop-off date)
2. Date 2 - Forms Submittal Due Date (Two weeks prior to department equipment drop off date)
3. Date 3 – Department Equipment Drop-off Date (One day prior to Equipment Disposal/Pick-Up)
4. Date 4 - Equipment Disposal/Pick-up Date

The City Hall Lobby is the primary computer disposal and pickup location but additional sites can be added based on equipment volume. The following sites have been added in the past: Sargent Building and Court House parking lot (CWA surplus). IT will determine if additional sites are needed after receiving all required forms and will notify departments accordingly.

Scope

This procedure only applies to computer equipment and related peripherals, specifically CPUs, PCs, laptops, monitors, keyboards, printers, cables, modems, scanners, iPads, tablets, Surface Pros, and IT Equipment. Audio visual equipment is not covered by this policy.

Application software licenses remain the property of the City for the life of the license with no exceptions. Before PCs are disposed of, or declared obsolete, they should be examined for data and licensed programs

and appropriately conditioned by the department or their designee.

The IT Department follows the Virginia Surplus Property Manual in its disposal of surplus IT equipment. The state surplus property manual does not allow for the purchase of surplus property by employees. City It will be following this guidance and not allow the purchase of City IT equipment by City employees.

Assumptions (Eligible Computer/Equipment Disposal Requirements)

Identifying Equipment

The equipment disposal process applies to (ANY) computer related equipment such as those shown below. Application software licenses remain the property of the city for the life of the license with no exceptions.

- Computer
- Laptop
- Mobile Devices
- CPU
- Monitor
- Hard-Drive
- Keyboard
- Printer
- Cable
- Modem
- Scanner
- UPS
- Docking Station
- Mouse

Confirming Eligibility

Age, warranty status, usefulness and effectiveness should be used to identify equipment for disposal. When a department decides they can no longer use the equipment the Computer Equipment Disposal Form must be completed. Completed disposal forms and equipment types/quantities logs should then be submitted to IT for review. A copy will be sent to the property accountant in Finance as evidence that the property has been transferred to IT for inventory purposes.

The department head may reassign some items to other divisions within the same department or may authorize their disposition. If items cannot be reused, they must be stored with the department until the next disposal date/process. If during the eligibility process IT believes some items still have useful life remaining, we will assist with the transfer process. In all cases, the eligibility process must be completed by IT. One person per department should be assigned as the POC.

PC Donor List

IT will determine minimum specifications for placing equipment on a departmental —donor list. The donor list will contain equipment a department no longer needs but may be of value to another department. When another department wishes to take the donated equipment, they will email the primary contact (old owner) and make arrangements to have the equipment transferred. This will be done on a first-come first-served basis.

IT will be responsible for sending a memo to Finance (with copy to new owner) in order to transfer ownership

in the Capital Assets system. IT will be responsible for removing the item from the donor list and ensure data is wiped clean from every device before it is recycled or disposed of in another way.

The Process

(Preparing Forms and Equipment for Disposal)

Preparing Equipment

Before equipment can be disposed of or declared obsolete, it should be examined for data and licensed programs and appropriately conditioned by the department or their designee. The following must also be done to prepare the PC and/or equipment for disposal:

- Remove all data files and business information whether considered confidential or not ([see Data Disposal and Destruction Procedure](#)).
- Remove all licensed software applications (except Operating System)
- Delete configuration information relative to the network and email
- Monitors with broken glass must be double-wrapped in plastic

IT should be contacted if assistance is needed.

Form Completion

The Computer Equipment Disposal Form must be completed and submitted to IT not later than two weeks prior to the Computer Pick-up/Disposal date. For hard-drive disposal, the Hard Drive Disposal Form must also be completed and submitted at the same time. An inventory log of all disposed equipment must also be submitted to IT for tracking purposes.

Equipment Disposal Process

Equipment Disposal Notification Date - (5) Weeks Prior to Equipment Disposal/Pick-Up Date

The disposal location (normally City Hall Lobby) is reserved for two consecutive dates (one day for the department equipment drop-off) and (one day for the Contractor equipment disposal/pick-up).

- POC for scheduling is IT Business Services Specialist
tamara.thompson@hampton.gov
22 Lincoln Street City Hall, IT Department
757.727.6413

Departments are then sent notification of the Equipment Disposal date and location by the Helpdesk. The notification will include the Computer Equipment Disposal form which must be completed and submitted to the Helpdesk two weeks prior to the department equipment drop-off date.

After receiving all forms, the Helpdesk begins reviewing requests.

- A. Incomplete requests are sent back with a note stating what is required.
- B. Complete requests are digitally stored on the share drive where everyone has access and a hard copy is added to the existing files.
 - a. Only the most current process is kept on hard copy.
 - b. Digital copies are kept in accordance with retention requirements.

Forms Submittal Due Date - (2) Weeks Prior Equipment Disposal/Pick-Up Date

This is the final day for submitting all disposition forms. Forms are then reviewed by Infian staff (IT Contractor) to determine which equipment/computers can be reused. Also, the Helpdesk schedules the collection of remaining HDD's:

- Departments with an ITX member – Equipment should be delivered by department ITX user no later than the department equipment drop-off date.
- Departments without an ITX member – An equipment pickup should be scheduled with Helpdesk personnel

The Helpdesk then sends a list of available PC's to the IT Project Manager at Hampton and carbon copies the NOC manager. Departments needing computers or upgrades, but without the budget, will have the opportunity to claim them.

- Hampton IT Project Manager
Kfisher@Hampton.gov
757.727.6793
- NOC Manager
RHaworth@wheatsystems.com
804-303-0987

- A. Within three (3) working days, the Hampton IT Project manager will relay to the Helpdesk which computers have been claimed.
- B. If the PC's are claimed the following cleanup will be performed:
 - a. Old profiles removed
 - b. Symantec Updated
 - c. PC name is kept
- C. The remaining PC's will be prepared for disposal/pickup:
 - a. City of Hampton has a contract with them for disposal
 - b. Locally owned and supports challenged individuals
 - c. City is charged a flat rate for pickup

Department Equipment Drop-off Date - (1) Day Prior to Disposal/Pick Up

- A. The date departments deliver their equipment, PC's and/or HDD's to City Hall Lobby or the designed drop-off location.
 - a. PC's are matched to their documentation using the Computer Equipment Disposal form.
 - b. The technician signs the form for verification.
- B. The Department Representative dropping the material off signs the form for verification.
- C. HDD's are removed prior to pick up by the Contractor
- D. Claimed PC's go to the IT Helpdesk for cleanup and reassignment.
- E. A Hard Drive Disposal form is filled out by the technician escorting and disposing of the Hard Drives.
- F. The forms will be digitally stored on the share drive where everyone has access and a hard copy is added to the existing files.

- a. Only the most current process is kept on hard copy
- b. Digital copies are kept in accordance with retention requirements

Equipment Disposal/Pick-up Date

The date scheduled for Contractor equipment disposal/pick-up and when the follow occurs:

- The Collection Form is completed by Vendor.
- The Collection Form is signed by the City's IT person.
- The Collection Form is stored with Computer Equipment Disposal forms.

Additionally, HDD'S go to the IT Helpdesk until they can be scheduled for incineration at the NASA Steam Plant. HDD's can also be drilled through and disposed of on site as an alternative to incineration.

- Wednesday is easiest day to schedule as steam plant has less going on this day.
- Digital copies are kept in accordance with retention requirements

Appendix A - Disposal Forms

The following disposal forms should be used for this process and can also be found at:
http://cityhall.hampton/pdf/computer_equipment_disposal_form.pdf.

Computer Equipment Disposal Form

Equipment Description (PC, Printer, Monitor, etc.): _____
 Model/Make: _____ Does it work (circle one)? Y or N
 Does it contain any sensitive and/or confidential data (circle one)? Y or N
 Is there any noticeable damage? If so, please describe:

 If PC: Processor Speed: _____ RAM: _____
 If Printer, what type (laser, inkjet, other): _____
 Inventory Number: _____ Serial Number/Service Tag: _____

Equipment Description (PC, Printer, Monitor, etc.): _____
 Model/Make: _____ Does it work (circle one)? Y or N
 Does it contain any sensitive and/or confidential data (circle one)? Y or N
 Is there any noticeable damage? If so, please describe:

 If PC: Processor Speed: _____ RAM: _____
 If Printer, what type (laser, inkjet, other): _____
 Inventory Number: _____ Serial Number/Service Tag: _____

Equipment Description (PC, Printer, Monitor, etc.): _____
 Model/Make: _____ Does it work (circle one)? Y or N
 Does it contain any sensitive and/or confidential data (circle one)? Y or N
 Is there any noticeable damage? If so, please describe:

 If PC: Processor Speed: _____ RAM: _____
 If Printer, what type (laser, inkjet, other): _____
 Inventory Number: _____ Serial Number/Service Tag: _____

Equipment Location (address): _____
 Primary Contact: _____
 Primary Contact Email Address: _____

Authorization for Disposal

To be signed by the Department Head (or their Authorized Representative)
 I certify that all sensitive and confidential has been removed from this equipment.

_____ Date: _____



Purchasing Officer: _____ Date: _____

Accountant: _____ Date: _____