Service Operations

EOHHS-IT POLICY & PROCESS DOCUMENTATION

Work Instructions

General Reclamation

8.9.22

EOHHS-IT

IT-CORE INFRASTRUCTURE

Proudly Servicing EOHHS

General Reclamation

1. Local ITSM collects equipment no longer in use and stores it in a secure location.
2. ITSM updates CI in CA to show no longer with Staff Member and Staff Member location and reflects appropriate service status. ITSM also removes desktop or laptop from ADUC and ensures device is tagged properly.
3. ITSM completes Request for bulk IT Hardware spreadsheet template, managed by ITAM, and submits to Help Desk.
4. CO is created by Help Desk and assigned to ITAM to request Warehouse Vendor pickup.
5. ITAM determines which devices are to be salvaged or will be surplus.
6. ITAM coordinates pick up and completed spreadsheet to Warehouse Vendor.

7. ITAM receives schedule from Warehouse Vendor and notifies POC of pick-up date and time.
8. Warehouse Vendor will send receiving documentation to ITAM for validation of device condition against what was provided by ITSM to complete decision making of assets lifecycle. These steps include but are not limited to the following:
   a. Sort for potential reuse. Warehouse Vendor performs 7-Step DOD hard drive wipe.
   b. Sort for OSD Surplus. Warehouse Vendor performs 7-Step DOD hard drive wipe.
   c. Sort for Salvage devices. Hard drives will be destroyed prior to a Recycle Vendor picking up for destruction. Warehouse Vendor will provide Certificate of Destruction of hard drives which will be maintained by ITAM.

ITAM moves provides CA Admins a bulk file to update status and location of the devices in CA.