



TO: Chair and Members of the Finance and Facilities Committee

FROM: Emily Williams, Chief Executive Officer

DATE: 2 June 2022

INFORMATION TECHNOLOGY SERVICES - ASSET MANAGEMENT

Recommendation

It is recommended that the Finance & Facilities Committee recommend to the Board of Health to receive Report No. 11-22FFC, re: Information Technology Services - Asset Management for information.

Key Points

- MLHU implemented a new Asset Management System to track all Information Technology Services (ITS) Assets including but not limited to monitors, laptops, cellular devices and tablets.
- Employee acknowledgment forms have been incorporated into the Asset Management System to resolve a gap noted in MLHU policy surrounding asset deployment.
- During the initial move to remote work due to COVID-19, hardware was rapidly deployed by departments to support remote work, and ITS staff have now performed a virtual “wall to wall” audit to track/verify ITS assets that reside both onsite and offsite.
- ITS created a process that would reach out to all MLHU users by e-mail, Microsoft Teams, phone or in person to verify and document the assets being utilized. This process also includes the required sign-off of the “Acknowledgement of Receipt of MLHU Property” form.

Background

This report provides an update on the status of the Middlesex-London Health Unit (MLHU)’s Information Technology (IT) Asset Management Database (DB) and employee acknowledgment sign off for MLHU IT assets.

In 2020/2021, a new Asset Management System was implemented to accommodate the tracking of IT equipment. Shortly after this period, MLHU experienced issues recovering assets from past MLHU staff and a gap was noted related to the asset management policy. Policy 3-040 Building Security and Protection of Assets was amended and a process was created to have all MLHU staff sign off on the “Acknowledgement of Receipt of MLHU Property” form, providing a path for MLHU to recover the costs of missing assets if required. This form was incorporated into the Asset Management System and added as part of the MLHU “wall to wall” asset audit for existing staff, along with the ITS onboarding process for new hires.

Current Status

Currently 96 percent (470) of required staff have completed the acknowledgement form and submitted asset information. ITS is working with department managers to finalize the outstanding staff members (20) and various methods, including utilization scripts, will be used to look for discrepancies in the data provided to obtain a complete inventory.

Next Steps

MLHU ITS will continue to track and verify assets using the Asset Management System and will have ongoing reviews of processes to ensure its Asset Management DB is up to date. Options will also be considered to expand the use of the Asset Management System for other equipment at MLHU.

This report was prepared by the Information Technology Team, Healthy Organization Division.

A handwritten signature in black ink that reads "E. Williams". The signature is written in a cursive style and is centered within a light gray rectangular box.

Emily Williams, BScN, RN, MBA, CHE
Chief Executive Officer