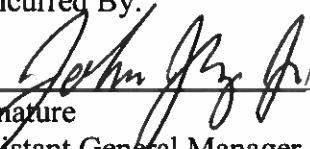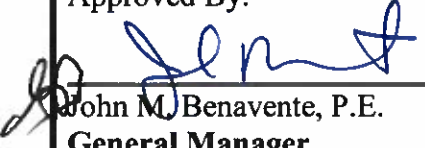| GUAM POWER AUTHORITY STANDARD OPERATING PROCEDURE	Prepared By: _____ /Rudy Manibusan Signature Print Computer Technician Supervisor
TITLE: Information Technology Asset Procurement Guidelines and Disposal	Reviewed By: _____ /Melvyn Kwek Signature Print Chief Information Technology Officer
NO: SOP-099 Supersedes: SOP-099 Dated 01/01/2002 In Its Entirely	Concurred By: _____ /John J. Cruz, Jr., P.E. Signature Print Assistant General Manager, Engineering & Technology Services
Page ___1___ of ___7___	Approved By: _____ 8/28/19 John M. Benavente, P.E. DATED General Manager

1.0 PURPOSE OVERVIEW

The purpose of this policy is to ensure that the procurement and disposal of Information Technology hardware, software, and services follow established Guam Power Authority (GPA or Authority) policies and guidelines. That due diligence is performed to ensure compatibility with existing systems, infrastructure and policies, and appropriate planning is associated with technology acquisition. This policy is the Authority's IT assets purchasing and disposal policy, which identifies guidelines and responsibilities over these functions.

2.0 SCOPE

This policy applies to all information technology resources and related services owned, used or operated by the Authority, regardless of the funding source, location or intended purpose. These resources include all wired and wireless varieties, but are not limited to: desktops, laptops, mobile devices, communication devices, network devices, television, Smart devices, audiovisual, projection equipment, and peripheral equipment (e.g. printers, scanners, etc.). The scope also includes data and network services, software applications and support, technology services, consulting, and maintenance contracts.

3.0 RESPONSIBILITIES

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The GPA's Information Technology (IT) Division is charged with and is designated administrators and custodians of all hardware, software, storage media, computer and network accounts, network and information infrastructures that are provided and supported by the Authority. The purchases of IT resources, as identified under Section 2.0, is centralized and is the responsibility of the IT Division.

3.1   IT Division – It is the responsibility of the IT Division to ensure this policy is adhered to, and the hardware or software is purchased in accordance with this policy and will support the requesting division's requirements and compatible with the Authority's existing systems.

3.2   Division Managers – All requests for computer hardware and software are the responsibility of the Division Managers and to ensure that this policy is adhered to.

3.3   IT Assets – Refers to desktop, laptop, tablet or netbook, computers, printers, copiers, monitors, servers, handheld devices, telephones, cell phones, disc drives or any storage device, network switches, routers, wireless access points, batteries, backup tapes, etc.

3.4   End Users – For the purpose of this policy, these are all employees, to include but not limited to, board members, contractors, consultants, vendors, temporary, volunteers, third party, and other workers of GPA. Users are accountable to follow policies, regulations, and the law.

4.0   PURCHASING POLICY

All hardware devices and software purchased or acquired by GPA is and at all times shall remain GPA property. All such hardware devices and software must be used in compliance with applicable licenses, notices, contracts, and agreements.

The IT Division supports the computer hardware, software and peripherals in ways that ensures compatibility, reliability, convenient, and secured configurations for the Authority. To ensure Data, Network, Application and Systems Confidentiality, Availability, and Integrity the IT Division is tasked with preparing technology purchases that are sustainable and will be efficiently supported. Accordingly, the IT Division is the custodian for the purchases of IT software and hardware for the Authority.

4.1   Desktop, Laptop, and Tablet Hardware, Software, and Accessory Purchases

To benefit volume licenses, pricings, and ensure the technology acquisitions meets GPA's standards, purchases of computer hardware equipment, software and accessories are coordinated through the IT Division. Division Managers

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must submit their requirements when planning and preparing for necessary computing equipment or software, and must consult with the IT Division for recommendations to ensure that requests satisfy the need and ensure device compatibility and functionality.

4.2   Network and Systems Technology Purchases

Acquisitions of non-personal computer hardware, software networking equipment, and accessories must be approved by the IT Division. When services are being considered for purchase or new systems planned for in-house development, the IT Division will review and approve development plans proposed by the end user to ensure that competencies and system interface requirements are appropriately met and to protect the Authority's information and assets.

4.3   Network and Computer Hardware

The IT Division will review and approve any acceptable hardware technology purchases or deployment that modifies the Authority's network structure or could compromise the physical or logical security of the network.

All networking equipment planned for use on the Authority's network, (IT or Operations), must have prior written approval and authorization by the Chief Information Technology Officer (CITO) or designee and the IT Network Operations Center (NOC) prior to purchase and deployment. The NOC is a group of IT personnel responsible for the network infrastructure, services, Operating Systems (OS), storage, and data security.

4.4   Software

Purchase of OS and software applications that will be utilized on servers connected to the Authority's network must have prior written approval by the CITO, and Program & Application Support Group of the IT Division. This group is the programming support team responsible for the Authority's database, application support, and programming. All orders for licensing, to include site and volume licenses for desktops and servers, must have prior written approval by the CITO or a designee.

The IT Division owns the licensing responsibility and end-users own the right to use the application.

4.5   Accessories

Purchases of accessories and peripherals (hard drives, monitors, adapters, mouse, keyboards, monitors, etc.) shall be requested and made through the IT Division to ensure device compatibility and functionality.

The IT Division will review all agreements or engagements that modify or extend the function of centrally maintained systems, which requires the use of any IT software or hardware system services, or that interface with centrally maintained applications or systems. The IT Division will also review and approve the systems and/or services to be contracted to off-site entities (outsourced, hosted or Cloud-based) that may contain or house the Authority's data or records, or require interfacing with GPA's data, files, or records.

4.7   New Technology Initiatives

All business applications and system implementations are subject to IT Division review. Feasibility analysis and due diligence for all technical application proposals for the Authority must be completed and reviewed prior to adoption or implementation.

5.0   PURCHASING PROTOCOL & GUIDELINES

All purchasing of GPA computer hardware devices and software shall be centralized within the IT Division to ensure that all equipment conforms to the Authority's hardware standards and is purchased at the best possible price. Hardware and/or software cannot be purchased without prior written approval by the CITO or a designee.

5.1   Hardware Devices

a) All requests with requirements for all Division computing hardware devices must be submitted with the approval of the Division Manager, to the IT Division, attention CITO. The request will be then sent to the appropriate IT Section, which will review the requirement for such hardware, and then determine standard hardware that best accommodates the desired request.

b) Hardware configurations are reviewed with each request in order to determine what equipment will best meet the needs of the end user. The IT division makes every effort to provide the most suitable desktop/laptop/tablet or any other computer devices while maintaining Authority's cost effectiveness.

c) Employees will be given access to appropriate network printers. In some limited cases, employees may be given local printers if deemed necessary by the Division Manager and in consultation with the IT Division.

d) Employees needing computer hardware beyond the standards, must request such hardware to the IT Division. Each request will be considered on a case-by-case basis in conjunction with the hardware-purchasing section of this policy and other pertinent Authority policies.

5.2   Software

a) All requests for software must be submitted to the Division Manager for approval. The request must then be sent to the IT Division, attention CITO. Appropriate IT Section will review the software requirement request.

b) The IT Division's Applications/Programming Support, Helpdesk and/or the PC Support personnel will install and configure the standard, special, or modified application package of software on company computers that will best enable users to perform their daily duties.

c) Employees needing software beyond that which is provided must request such software from the IT Division, attention CITO. Each request will be reviewed and considered on a case-by-case basis in conjunction with the software purchasing section of this policy and other pertinent Authority policies.

d) Each employee is individually responsible for understanding, and following all applicable licenses, notices, contracts, and agreements for software that he or she uses or seeks to use on the Authority's computer systems. If an employee needs help in interpreting the meaning/application of any such licenses, notices, contracts and agreements, he/she should contact the IT Division for assistance.

e) Unless otherwise provided in the applicable license, notice, contract, or agreement, any duplication of copyrighted software, except for backup and archival purposes, may be a violation of federal and state law. In addition to violating such laws, unauthorized duplication of software is a violation of the Authority's SOP-110 relative to *Acceptable Use of Information Technology* (Computer, Software, License, Email, Internet, and Standards of Conduct).

6.0 IT ASSETS DISPOSAL PROTOCOL

The confidentiality, availability, and integrity of Authority information/data must be maintained at all times. This includes the disposal process of such assets and data. This will assist and ensures auditable trail of disposal/destruction are documented. Disposal of all computer hardware and IT assets acquired for GPA purposes will be managed by the IT Division.

When IT assets have reached the end of life they must be removed from operations, surveyed, and prepared for proper disposal. This provides guidelines for the proper sanitization and disposal protocols for all issued IT assets, owned or leased by the Authority that are outdated, obsolete, or does not meet the minimal IT hardware and software requirement.

All computer hardware must be identified as unusable and surveyed and deemed unusable prior to disposal. All issued assemblies; (hard drives, flash drives,

EPROM, ROM, Memory DIMMS, CD/DVD disks) containing GPA Software and or Data must be removed from the equipment or device prior to disposal.

6.1   All hard drives must be sanitized and disposed of properly after removal from any and all system by IT Division personnel.

   a) When no longer usable, hard drives, floppy diskettes, tape cartridges, CDs, hard copies, print-outs, and other similar items used to process, store and/or transmit GPA classified and sensitive data shall be properly disposed of:

      i.   Physical media (print-outs) shall be disposed of by shredding using GPA owned cross-cut shredders.

      ii. Must be witnessed by other GPA personnel throughout the entire process.

   b) Electronic media (hard-drives, tape cartridge, CDs, flash drives, printer and copier hard-drives, etc.) shall be disposed of by degaussing and destruction of device through sledge hammer or metal shredding equipment. Other disposal methods may include drilling, crushing, or other means to pulverize the medium.

   c) All devices that have been used to process, store, or transmit GPA sensitive and classified information shall not be released from GPA's control until the equipment has been sanitized and all stored information has been cleared using the above methods.

6.2   All data including, all files and licensed software shall be removed from IT assets using disk sanitizing software that cleans the media overwriting each and every disk sector of the machine with zero-filled blocks.

6.3   No computer or technology equipment may be sold or transferred to any individual other than through the processes identified in this policy.

6.4   Technology equipment with non-functioning memory or storage technology will have the memory or storage device removed and it will be physically destroyed.

6.5   No computer equipment shall be disposed of directly by IT Division. After IT assets have been properly sanitized, disposals must be coordinated with the Authority's Procurement & Materials Management (PMM)/Warehouse Division for the survey/salvage process.

   a) The IT Division is responsible for removing the IT assets from their internal inventory prior to disposal or survey process.

b) The IT Division will provide the PMM/Warehouse and Plant Accounting Divisions with the list of IT assets being salvaged. Plant Accounting is responsible for the monitoring and proper recordation of assets in the financial system. The list will be used by Plant Accounting officials to support the removal of such assets from the system.

6.6 IT assets to be donated to other government entities or non-profit organizations must be sanitized properly and in accordance with the sanitation process within this policy prior to leaving the Authority's premise or redistribution. Items to be donated must also go through pertinent requisites from Section 5 of this policy for accountability and proper removal from the financial system.

7.0 <u>EXCLUSIONS AND EXCEPTIONS</u>

There are no exclusions or exceptions to this policy. Consumables (paper, toner, etc.) for printers and multifunction devices shall be purchased by respective divisions/departments. If you are unsure as to whether your purchase requires CITO approval, you must inquire with the IT Division for guidance.

8.0 <u>POLICY ENFORCEMENT AND COMPLIANCE</u>

Users are expected to report suspected violations of this policy to the IT Division; their supervisor or manager; or the Internal Audit Office. Where guidance or interpretation of this policy is needed, users are advised to discuss the situation with their supervisor or IT Division staff for proper guidance and direction.

Any user found to have violated this policy may be subject to progressive disciplinary action ranging from a verbal warning to dismissal as outlined in the Authority's Codes of Conduct. The severity and/or adverse effect(s) of the infraction(s) on GPA's operation and security will be considered. If offense is found to be willful, users may be held personally liable for damages caused by any violations of this policy.

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