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Department for Work and Pensions

**SCHEDULE 8
ASSET MANAGEMENT**

1. **Scope**

- 1.1 The requirement for Asset Management is based on the CONTRACTOR's obligations to deliver quality IT Services that meet agreed Service Levels whilst constantly adapting to changes in the business environment. At the same time, the CONTRACTOR shall make best use of the Assets and ensure that they are exploited in a manner that is consistent with providing efficient, economic and effective Services for the Gateway.
- 1.2 The CONTRACTOR shall maintain appropriate qualified and experienced personnel to achieve effective Asset Management.
- 1.3 The AUTHORITY will provide the CMDB and associated Configurable Items ("CIs") to the CONTRACTOR during the first four (4) weeks of Transition.
- 1.4 The CONTRACTOR will work with the AUTHORITY to define and agree any necessary changes to the CMDB, to be implemented in accordance with the Change Control Procedure.
- 1.5 The AUTHORITY is reliant on the CONTRACTOR so that the AUTHORITY can demonstrate to the AUTHORITY's Customers:
 - (A) improved IT security through advanced Configurable Item control; and
 - (B) improved financial planning through clear identification of all Assets and their associated relationships, as mutually defined and agreed with the AUTHORITY.

2. **Commitment to Best Practice**

- 2.1 The CONTRACTOR is committed to, and shall perform the Services in accordance with, Best Practices for:
 - (A) negotiation of key terms and conditions for OEM, EMS or ODM software, hardware and networks and the ramifications and considerations which apply;
 - (B) software licence tracking for the software supplied by the Contractor;
 - (C) compliance with licensed software and hardware requirements including but not limited to environmental settings;
 - (D) compliance with the Federation Against Software Theft (FAST) and the British Software Association (BSA);
 - (E) dealing with a licence audit;
 - (F) disposal procedures and privacy protections;
 - (G) use of management and industry tools to assist in:

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- (1) meeting compliance of all aspects of the services described in this Agreement; and
 - (2) protection of those services against malicious actions; and
 - (H) protection of all Intellectual Property Rights including without limitation software application source code, product designs and copyright protection of materials.
- 2.2 In connection with managing the Assets, the CONTRACTOR will be responsible for:
- (A) maintaining and retaining copies of all documentation, including superseded documentation, related to the ongoing provision of the Services;
 - (B) compliance with the appropriate ISO standards;
 - (C) environmental control where the Assets are on the CONTRACTOR's or a Sub-contractor's premises;
 - (D) disposals in accordance with mutually defined processes and procedures and taking full account of the Schedule 11 (Security). Where such Assets constitute GFE, disposal shall be costed as a project in accordance with Schedule 24 (Change Control) ;
 - (E) Asset Risk Management Report which will include the identification of any potential problem CIs;
 - (F) labelling of all equipment used in the provision of the Services using a unique identifier for each Asset;
 - (G) Asset Management procedures;
 - (H) appropriate Service Desk functionality to support all Asset Management;
 - (I) Asset upgrading - monitoring information on all Assets to determine any necessary upgrades - the CONTRACTOR will inform the AUTHORITY when Assets needs to be upgraded as part of the capacity and performance management activities - provision of regular reports on such upgrades; and
 - (J) a physical audit, inspection and testing of assets and the subsequent production of an Asset Risk Management Report. This activity will be subject to an additional price to the AUTHORITY.
- 2.3 The CONTRACTOR will produce within seven (7) Working Days of a request in writing by the AUTHORITY:
- (A) a visual up-to-date representation of Configurable Items, their relationships and their dependencies within the Gateway;

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- (B) a record of financial information against each Configurable Item;
- (C) tracking of Configurable Items throughout lifecycle from installation to disposal and a full history of all activities related to a Configurable Item;
- (D) provision of a topology of software licensing compliant with FAST and BSA;
- (E) a report ensuring the integrity and accuracy of Asset information; and
- (F) a report detailing accurate information on all Configurable Items to support the IT service delivery and support process.

ANNEX A

Deposited Software

None