

Procedure for return of council ICT equipment

1.0 Scope

This procedure applies to all users of the council's ICT equipment. ICT equipment includes, but is not limited to:

- Laptops,
- Mobile devices, e.g. mobile phones and tablets,
- Portable media devices, e.g. memory sticks, external hard drives, DVDs
- Peripherals e.g. monitors, keyboards, laptop stands

Where a member of staff has been granted limited personal use of a council mobile device, they should have no expectation of privacy if there is a suspected breach of the law, or any council policy (including but not limited to the council's Information Management and Security policies).

2.0 Related policies and procedures

- [Code of Conduct for Employees](#)
- [Disciplinary and Dismissal Procedure](#)
- [GFRS Service Policy 025: Disciplinary and Dismissal Procedure](#)
- [Internet and Digital Communications Policy](#)
- [ICT Equipment Policy](#)
- [Information/IT Access Policy](#)
- [Information Security Policy](#)
- [Data Protection Policy](#)
- [Joiners,Movers,Leavers ICT Policy](#)
- [Social Media Policy](#)

The above policies are available on Staffnet, or the [Information Management and Security Policies](#) pages.

3.0 Procedure

- a) In advance of a member of staff leaving the council, the appropriate manager should follow the leavers process on SAP. All ICT equipment should be returned to the Digital & ICT Service within 30 days of that staff member's last working day.

For those leavers who do not appear on SAP and have ICT equipment to return, managers must complete the non-SAP Leaver form available on ServiceNow.

- b) Once the relevant Leavers' form has been completed, users should agree with their line manager the method by which they will return their ICT equipment. In the majority of cases, equipment should be returned directly either to the leaver's line manager or the Digital & ICT Service.

In exceptional circumstances, where the above is not possible, alternative options (see below) must be explored to ensure all ICT equipment is returned in a timely manner.

- c) In line with internal operational procedures, the Digital & ICT Service will lock all devices and will cancel any outstanding SIM cards as soon as possible after the individual's last working day.

4.0 Possible alternative methods of return

If it is not possible for the leaver to return their ICT equipment in person, either directly to their manager or the Digital & ICT Service, the line manager should consider one of the following alternative methods of return:

- Commercial courier service (any costs associated with this option would need to be met by the service area)
- Personal collection by line manager or other nominated member of staff
- Pre-arranged drop off at local area/council office for future collection
- Any other secured method of return as agreed between the line manager and the leaver

5.0 Refusal, reluctance or objection to returning ICT equipment

Line managers are responsible for ensuring the safe return of ICT equipment after a member of staff leaves the council, and should keep the Digital & ICT Service informed throughout this process. If equipment is not returned at the end of the

employee's notice period, managers should chase:

- 1 day after the staff member has left the council's employment
- 1 week after the staff member has left the council's employment
- 30 days after the staff member has left the council's employment

If the ICT equipment is not returned after 30 days, it is the line manager's responsibility to escalate this to the Digital & ICT Service to ensure all devices have been appropriately wiped/blocked and the asset register has been updated.

The Digital & ICT Service will then follow operational procedures to remotely disable the ICT equipment in question, informing the IMS Information Security Team, who will in turn log this as a security concern.

6.0 Extenuating circumstances

In circumstances where ill health or hospitalisation prevents/delays the return of ICT equipment for an extended period, line managers should maintain arm's length contact with the ex-employee to ensure return as soon as is reasonably possible. Line managers should advise the Digital & ICT Service of the situation by logging the appropriate ticket through ServiceNow.

7.0 Managers' responsibilities on receipt of ICT equipment

Line managers have a maximum of 30 working days to return an ex-employee' ICT equipment to the Digital & ICT Service.

All equipment should be returned to the End User Support Team with the name of the leaver and the ServiceNow ticket reference; this will ensure that the return is appropriately logged.

8.0 Document Control

8.1 Document information

Owner:	Sherrill Holder, Assistant Director of Digital & ICT
Author:	IMS/ICT Policy Group
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8.2 Version History

Version	Version date	Summary of Changes
1.0	March 2023	First version

8.3 Review

This procedure will be reviewed as it is deemed appropriate, but no less frequently than every 3 years.

8.4 Contact Us

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