



*Republic of Zambia
Office of the President
Electronic Government Division*

***PUBLIC SERVICE INFORMATION COMMUNICATION
TECHNOLOGY STANDARDS***

ICT ASSET DISPOAL GUIDELINES

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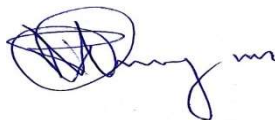
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Foreword

The Government of the Republic of Zambia through the Electronic Government Division, SMART Zambia Institute is pleased to publish the Public Service Information and Communication Technology Asset Disposal Guidelines. This guideline prescribes procedures for disposal of Information and Communication Technology Assets and complements existing provisions in the Public Finance Management Act No. 1 of 2018. The Public Asset Management Policy, Solid Waste.

Regulation and Management Act No. 20 of 2018, Environmental Management Act No.12 of 2011, Data Protection Act No.3 of 2021, Government Office Equipment Management Standard as well as the Public Service Acceptable Use Guidelines and Procedures have been the key policy and legal reference documents employed in the formulation of these guidelines. The public sector being among the largest generators of e-waste has been operating without detailed ICT Asset disposal guidelines. This has largely been on the account of the various policy and legal frameworks governing waste management being supportive of manual based processes. Ultimately, this has continued to pose a threat to the environment as well as the risk of confidential and classified public information being exposed to unauthorised users.

Therefore, the guidelines have been formulated to ensure that the disposal of ICT Assets is conducted in a secure and eco-friendly manner. The guidelines prescribe processes for ICT asset verification, ICT asset life cycle (planning, acquisition, deployment, management and disposal) and processes and methods of ICT assets disposal. As provided for in the Public Finance Management Act, public bodies are compelled to adhere to the ICT Asset life cycle in the acquisition and management of public assets. In particular, all public bodies shall maintain an ICT Asset Register which shall be regularly maintained in line with ICT asset life cycle. Further, all controlling officers and heads of public bodies are directed to bring the contents of these guidelines to the attention of their respective employees to ensure full compliance for effective and efficient public service delivery.



Percy Chinyama (Mr.)
National Coordinator

ELECTRONIC GOVERNMENT DIVISION

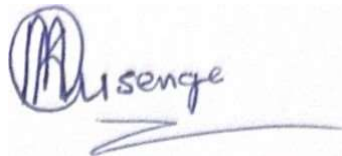
ACKNOWLEDGMENT

The Government through the Electronic Government Division is committed to providing guidance on the entire process of public asset management which includes, among other things, planning, acquisition, deployment, management and disposal for public assets.

The ICT Asset Disposal Guidelines will ensure that ICT Assets are disposed of securely and in line with legal and policy frameworks on this subject matter. Public bodies are mandated to operationalise the provisions of this guideline for their operational efficiency and effectiveness in safeguarding Government ICT systems and information.

I wish to commend all stakeholders who participated in the formulation of these guidelines. In particular, recognition is given to the role played by ICT and other heads of departments in public bodies.

I strongly believe that the cooperation rendered during the preparation of these guidelines will be sustained throughout the implementation process.

A handwritten signature in blue ink, consisting of a stylized circular monogram followed by the name 'Musenge' in cursive script, with a horizontal flourish underneath.

Kasali Musenge (Ms.)
Director Standards and Compliance
ELECTRONIC GOVERNMENT DIVISION

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Abbreviations

EGD	Electronic Government Division
PFMA	Public Finance Management Act
ICT	Information and Communication Technology

Glossary of Terms

Description Definition	Description Definition
Asset	Any tangible and/or intangible property owned by a Public Body to which a value can be assigned.
Asset Decommissioning	a process of safely and systematically retiring or taking out of service ICT asset.
Asset disposal	a process of eliminating an organisation's asset from accounting records by auctioning, transfer, destruction.
Asset disposal notification form	a form used by organisations to dispose of old or unused assets such as equipment, machinery or digital content.
Asset Register	a list of assets owned by a public body containing details about tangible and intangible assets to track their value, quantity and physical location.
Committee of Survey	a Committee established by the Controlling Officer for the purposes of examining the public assets of a head of expenditure, for the preceding financial year and recommending to the Secretary to the Treasury, the disposal of the unserviceable or obsolete public assets or stores.
Controlling officer	an officer responsible for the management of public assets and stores of the Head of expenditure.
Controlling body	a board of directors or commissioners or group of persons or person appointed to oversee the management and control of a public body.
Destruction	the action or process of causing damage to something that it no longer exists or cannot be repaired.
Digital content	Data that is produced and stored in electronic form.
Disposal Committee	a Committee established by the controlling body for the purposes of disposal of unserviceable, obsolete, obsolescent, or surplus stores, equipment or assets.
e-Waste	Discarded electrical or electronic equipment.
Government stock	A collection of tangible and intangible assets as well as office consumables owned by a Public Body

ICT Asset Disposal	a practice of how and where to retain, store, transfer and destroy ICT hardware, software and digital content.
ICT Asset	ICT Software, ICT Hardware or anything that is stored digitally and is uniquely identifiable that the Government can use to realise value.
Public bodies	any ministry or department of the Government, the National Assembly, the Judicature, a local authority, parastatal, Commission or other body appointed by the government or established by or under any law except a professional association or body.
Media Sanitisation	a process by which data is irreversibly removed from media, or the media is permanently destroyed.
Responsible officer	Any officer assigned the responsibility of asset verification and/or disposal other than the Stock Verifier or ICT officer in a Public Body.
Software Assets	any computer application, licenses, or programs used by the Government for the purpose of business operations.
Special Committee of Survey	a Committee established by the Secretary to the Treasury for purposes of quantifying the cost, examining the value of the assets and liabilities in the event where a ministry, department or Government agency is established or merged.
Stock Verifier	An officer responsible for verifying Government stock and assets in order to ensure transparency and accountability in the management of public stores.
Special Committee of Survey	a Committee established by the Secretary to the Treasury for purposes of quantifying the cost, examining the value of the assets and liabilities in the event where a ministry, department or Government agency is established or merged.

1.0 Introduction

1.1 Background

The Information Communication Technology (ICT) Assets Disposal Guidelines have been developed to enhance the management, disposal and control of public ICT assets. The public sector is faced with a challenge of improper and ineffective management and disposal of ICT assets due to absence of detailed ICT asset procedures and disposal guidelines. This is worsened by the inadequate national policy and legal framework surrounding management of electronic waste such as e-waste regulations.

These guidelines shall address all challenges associated with disposal of ICT assets. The correct disposal of ICT assets is not only crucial for data security, but it ensures that sensitive data is not accessed by unauthorised users. Correctly disposed ICT Assets will also help improve the management of e-waste for environmental protection. These guidelines are anchored on the Public Asset Management Policy and the Public Finance Management Act No. 1 of 2018.

1.2 Public Sector Asset Management and Control

The Public Asset Management Policy provides guidance on the entire process of asset management which consists of planning, acquisition, deployment, management and disposal. Through this policy, the Government shall strengthen mechanisms for the disposal of public assets by ensuring transparency and accountability in the process. This policy is complimented by the Public Finance Management Act No. 1 of 2018 which provides for the management and control of public assets and stores.

The Public Service ICT Asset Disposal Guideline is informed by the Public Finance Management Act No. 1 of 2018 (PFMA, 2018) which provides for the disposal of public assets and stores in public bodies. Section 45 of the Act outlines the disposal procedures for public assets and stores in public bodies. The Act enables the Electronic Government Division to develop specific disposal procedures for ICT Assets which will enhance the disposal of ICT Assets in the Public sector. This will contribute towards reduction in environment degradation arising from improper disposal of

electronic waste, leakage of classified government digital information, retention, storage and transfer of public ICT Assets.

2.0 Objectives of the Public Service ICT Asset Disposal Guidelines

The objective of the Public Service ICT Asset Disposal Guideline is to provide guidance and outline the procedures for the retention, storage, transfer and secure disposal of ICT Assets in public bodies.

2.1 Scope

The Guideline shall be applicable to all Public Bodies including projects involved in the maintenance and disposal of Government office equipment and assets of a technology nature.

2.2 Verification of ICT Assets for Disposal

The PFMA Act mandates the stock verifier subject to the direction of the Controller of Internal Audit to verify Government stock and assets in order to ensure transparency and accountability in the management of public stores and assets. For purposes of these guidelines:

- i. the Stock Verifier, ICT technical staff and/or any responsible officer shall verify and recommend ICT assets for disposal; and
- ii. a Public Body shall fully comply with Public Finance Management Act No.1 of 2018 and its subsidiary regulations.

2.3 Types of ICT Assets

ICT Assets come in many forms and include Computer hardware, digital devices, computer software and digital content. Examples of ICT Assets are shown in Appendix I.

a) ICT Asset Lifecycle

The ICT Asset Lifecycle consists of five primary stages: Planning, Acquisition, Deployment, Management and Disposal.

i) Planning

The Planning stage involves developing requirements for new ICT Assets. Public bodies shall ensure that they conduct a careful evaluation of existing assets and how they have

been used. Another consideration at this stage is to plan for each ICT Asset's maintenance, reuse, and disposal options.

ii) Acquisition

Acquisition of ICT Assets involves identifying the best source for the required ICT Assets. Leveraging on internal and external resources, the right ICT Assets is sourced or purchased using the available resources. In this guideline, acquisition comprises outright purchases, donations, transfers and any other forms that facilitate possession of the asset by a public body. During acquisition of ICT Assets, the following shall be put into consideration:

1. A public body shall use ICT infrastructure that meets the standards and specifications set by the Electronic Government Division;
2. For ICT equipment acquisition guidelines public bodies are required to refer to the Government Office Equipment Management Standard which can be downloaded from www.szi.gov.zm ;
3. For ICT Software and Management Information Systems acquisition guidelines public bodies shall refer to the Software Acquisition Guidelines developed by the Electronic Government Division;
4. For ICT Networks acquisition guidelines public bodies shall refer to the Networks and Communication Standard developed by the Electronic Government Division;
5. A public body shall proactively plan for ICT Asset disposal during the acquisition phase and effect asset disposal using the forms provided at Appendix II III and IV;
6. A public body shall develop and maintain an ICT Asset register in a format determined by the Electronic Government Division.

iii) Deployment

When deploying ICT Assets, the responsible officers shall ensure that the ICT Asset is Government serialised before being put into active use.

1. The deployment process shall follow predetermined plans and policies that direct the types of data suitable for the devices used;
2. A public body shall designate a Stock Verifier or a responsible officer to track and account for the state of the ICT Assets;
3. A public body shall ensure maintenance of an institutional ICT Asset register as prescribed in appendix V.

iv) Management

The phase involves usage, tracking and maintenance of ICT Assets. Heads of ICT or the responsible officer shall provide a maintenance schedule through the useful life of the ICT Assets for effective and efficient operations. Internal redeployments and movement of ICT Assets should be recorded. With regard to the maintenance schedule, a public body shall ensure that the schedule takes into account the following:

1. **Routine maintenance:** A public body shall effect routine maintenance of ICT infrastructure using form PSR XXI (Regulation 54) as prescribed under Statutory Instruments No. 77 of 2022 of the Public Finance Management (Public Stores) Regulations;
2. **Periodic maintenance:** A public body shall identify and designate specific ICT infrastructure for periodic maintenance based on the institutional ICT infrastructure maintenance schedule;
3. **Full maintenance/ Refurbishment:** Where applicable, a public body shall undertake refurbishment of ICT Assets which have reached full lifespan as prescribed in the Public Asset Management Policy. Otherwise, a public body shall employ the provisions set out in these guidelines on all ICT Assets that have reached full lifespan.

v) Disposal

Disposal often occurs as assets become obsolete or are deemed at high risk of failure. Heads of ICT or responsible officer shall ensure that they follow the set guidelines when determining which ICT Asset has truly reached end-of-life. This can be different from simply exceeding warranties or falling out of use at the Institution.

b) Methods of Disposal for ICT Assets in Public Bodies

The methods of disposal according to the PFMA, 2018 include:

1. transfer to another public body or part of a public body, with or without financial adjustment;
2. sale by public tender;
3. sale by public auction;
4. sale to employees of a public bodies;
5. trade in;
6. waste disposal management; and
7. any other means that may be prescribed.

c) Process for ICT Asset Disposal

Disposal Planning

ICT Assets becomes outdated or obsolete at some point in its life cycle. Planning ahead for decommissioning, disposal, replacement and re-marking of obsolete ICT Assets becomes a necessary step to avoid unexpected risks. In planning for ICT disposal, a public body shall ensure compliance with the following:

- i. Provide adequate resources to execute ICT Asset disposition activities;
- ii. Ensure availability of ICT Assets to be disposed of internally and externally;
- iii. Ensure availability of an ICT Asset Disposition Plan which shall take into account the following:
 - a) sequence of steps in the ICT Asset disposition process;
 - b) stakeholder roles and responsibilities;
 - c) resources required; and
 - d) timelines.
- iv. Undertake an assessment of potential risks associated with ICT Asset disposal and develop mitigation strategies;
- v. Ensure the environmental risks associated with ICT Asset disposal are prioritised and dealt with in accordance with the relevant environmental management legislation;
- vi. Ensure disposal mechanisms guarantees the protection of intellectual property, confidential data, and trade secrets from unauthorised access or exposure; and
- vii. Ensure to plan for backup and storage of data before virtually or physically destroying an ICT device.

ICT Asset Decommissioning

When ICT Assets are due for decommissioning, public bodies shall consider the following:

- i. Ensure that business in the organisation is not disrupted; and
- ii. Ensure to check vendor contracts for software assets, including digital assets, to see if they can reuse their licenses. If they cannot, the remaining option is to unsubscribe or cancel contracts.

Decommissioning Process

An up-to-date Institutional ICT Asset register shall be the basis for identification and decommissioning of assets for disposal. Therefore, a public body shall ensure the following are prior to decommissioning of ICT Assets:

- i. Availability of up-to-date ICT Asset register;
- ii. Identify and document all ICT Assets to be decommissioned together with the software licenses associated with each asset;
- iii. Record names of users and departments where applicable, as well as the types of information stored on the devices (e.g. parliamentary and cabinet business, procurement, financial and human resource management and related information), to fully comply with mandated data protection policies; and
- iv. ensure that the stock verifier and/or responsible officer shall prepare an ICT asset decommissioning schedule for consideration by the committee of survey, the disposal committee and the special committee of the survey as provided for in the Public Finance Act No.1 of 2018.

Determine Disposal Destination

ICT Assets marked for disposal shall be categorised by disposal destination such as internal reuse, external reuse (e.g., donation), physical destruction or recycling.

Schedule for decommissioning

The Decommissioning schedule comprise of the following processes shall only be undertaken on the following account:

- i. Approval of the decommissioning exercise and date by the Controlling Officer;
- ii. Upon approval by the Controlling Officer, ICT Departments working with other responsible Departments/Units shall communicate the decommissioning with all relevant stakeholders within a period of seven (7) days;
- iii. Ensure that the communication in (ii) includes replacement dates and procedures;
- iv. Where the decommissioning date changes, stakeholders shall be notified within a period of seven (7) days; and
- v. A record of decommissioning ICT Assets shall be captured using the ICT Asset Decommissioning Form provided in Appendix II.

Storage media sanitisation

Taking into consideration the huge risk of data loss and regulatory penalties that comes with ICT Asset disposition, sanitisation of ICT Assets shall be mandatory in all public bodies to ensure compliance with the data protection Act No. 3 of 2021. Therefore, ICT and/or responsible Departments/ Units shall:

- i. ensure that media sanitisation techniques prescribed in these guidelines are adhered to during data recovery to enhance information security; and
- ii. in ICT Asset disposition, media sanitisation shall be undertaken in accordance with techniques provided in these guidelines.

Sanitisation Techniques

A public body shall apply the following media sanitisation techniques:

- i. **Clear** – a logical technique to sanitise target data in all user-addressable storage locations. However, this method shall only be applicable when processing non-sensitive and classified data;
- ii. **Purge** – a physical or logical technique that render target data recovery infeasible using state-of-the-art laboratory techniques such as overwrite, block erase, degaussing, and cryptographic erase; and

- iii. **Destruction** – render target data recovery infeasible using state-of-the-art laboratory techniques like incineration, melting, shredding, disintegrating, and pulverising.

Preparation of Devices for Sanitisation and Data Retention

In the preparation for device sanitisation, a public body shall undertake the following:

- i. ensure to prepare end users for the scheduled transfer of all necessary files and applications;
- ii. ensure to set a disconnection date and plan to fully erase decommissioned devices within thirty (30) days of being taken out of service;
- iii. ensure to backup required files needed for data retention requirements or subsequent operations; and
- iv. ensure user access for network-connected devices such as laptops, tablets, desktop computer hard drives are disabled. This shall be undertaken using enterprise-grade data erasure software as a final step before taking the ICT Asset off the network.

ICT Asset Disposal

A public body shall take the actions required to remove retired and sanitised ICT Assets from their environment completely as provided in the Public Finance Management Act No.1 of 2018. The actions for disposal include:

- i. transfer to another public body or part of a public body, with or without financial adjustment;
- ii. sale by public tender;
- iii. sale by public auction;
- iv. sale by public re-auction;
- v. sale to employees of a public body;
- vi. trade in;
- vii. destruction guided by the Solid Waste Regulation Management Act No.20 of 2018 and the Environmental Management Act No.12 of 2011;
- viii. donation; and
- ix. any other means that may be prescribed.

ICT Asset Transfer

The transfer of ICT Assets from one public body to another public body shall be done in accordance with the provisions of the Public Finance Management Act No. 1 of 2018. The transfer of ICT Assets shall be recorded using Form of Certificate of Handing and Taking

Over of Office Equipment. ICT Assets being considered for donation or auction containing a digital storage device shall be processed using the following procedures:

- i. All software licensed to the Government must be uninstalled;
- ii. The Digital Information on the Digital Storage Device shall be rendered unreadable by encryption or using one of the techniques;
- iii. Relevant serial numbers and recipients of donations shall be documented;
- iv. Authority shall be obtained from the Controlling Officer before active storage devices are removed on office equipment marked for disposal; and
- v. Any ICT Asset that cannot meet the above requirements should be disposed of.

ICT Assets Records Update and Reporting

In line with the tenets of good governance, public bodies shall keep ICT records for audit and compliance requirements. Public bodies shall ensure:

- i. the identified risks are adequately controlled;
- ii. validation of disposal followed appropriate regulations;
- iii. updates to the ICT Asset Register; and
- iv. ensure a report for each ICT Assets disposition exercise is produced timely;

3.0 Disposal Procedures for ICT Assets

The following procedures shall apply in the disposition of ICT Assets by a public body:

- i. The Controlling Officer shall decide on the disposal of unserviceable, obsolescent, obsolete, ICT Assets by a Committee of survey or Disposal Committee in accordance with the Public Finance Management Act No. 1 of 2018;
- ii. An ICT Officer Stock Verifier and/or any responsible officer shall where appropriate, prepare a schedule of ICT Assets for disposal;
- iii. Committee of Survey or a Disposal Committee shall meet to conduct an examination or review of the assets and recommend the best method and place of disposal to the Controlling officer or Controlling body;

- iv. Where a Controlling officer or Controlling body adopts the recommendations of a Committee of Survey, that Controlling officer or Controlling body shall submit to the Secretary to the Treasury, a request to dispose of ICT Assets and stores for approval;
- v. After approval by the Secretary to the Treasury, the Committee of Survey or Disposal Committee shall disclose the reserve price to the prospective bidders;
- vi. Where there is no responsive bidder, the Controlling officer or Controlling body shall have powers based on the recommendations of the Committee of Survey or Disposal Committee to revise the reserve price or undertake such adjustments as maybe necessary to ensure expeditious disposal of ICT assets;
- vii. If the Controlling officer or Controlling body approves the recommendations of the Committee of Survey or Disposal Committee, the ICT Assets that becomes unserviceable, obsolete shall be disposed of in accordance with the guidelines;
- viii. The Stock verifier and/or the responsible officer in a public body shall keep a record of all ICT Assets that are disposed of and shall notify the Electronic Government Division at least once a year of the disposal of ICT Assets using ICT Asset Disposal Notification Form in Appendix III.
- ix. A copy of the ICT Asset Disposal Notification Form shall be submitted to the Finance Department/Unit in respective institutions to facilitate the update of the Asset Register;
- x. If the Controlling officer or Controlling body rejects the recommendations of the Committee of Survey or Disposal Committee, the Controlling officer or Controlling body shall give further direction on the matter.

3.1 Restriction of Disposal to Employees

In accordance with the Public Finance Management Act No. 1 of 2018, a Controlling officer or a Controlling body shall:

- i. not dispose of ICT Assets to an employee of that public body or a member of a committee of the public body except as prescribed; and
- ii. where the Controlling officer disposes of ICT Assets to an employee of a public body or a member of a committee of a public body is in contravention of the prescribed procedures and commits financial misconduct.

3.2 Roles and Responsibilities

The disposal of ICT Assets is decentralised to public bodies. Therefore, a public body shall form a Committee of Survey and/or a Disposal Committee to oversee the disposal of ICT Assets.

3.3 Monitoring of ICT Assets Life Cycle

- i. A public body shall develop and execute an ICT Asset maintenance schedule that will take into consideration the following monitoring criteria:
 - a) Routine monitoring mechanisms; and
 - b) Periodic monitoring mechanism.
- ii. In accordance with the ICT Asset maintenance schedule, ICT and/or a responsible department/s shall consistently monitor ICT Assets and replace aging assets at the right time to increase uptime, lower security risks, and lower operating costs; and
- iii. An office holder who negligently fails to account for ICT Assets, breaches the duty of reasonable care and is subject to disciplinary action according to the 2023 Disciplinary Code and Procedures for Handling Offenses in the Public Service.

Appendices

Appendix I

Types of ICT Assets

Hardware and Digital Devices	Software and digital content	Network Devices
Printers and Scanners	Software	Servers, Routers, Switches
Desktops and Laptops	Digital and graphic content	Server racks
Smart phones, Tablets and Digital Cameras	Other digital content not specified	Power systems
Projectors		Environment control equipment
Portable Storage Devices		Other network devices not specified
Mobile devices not listed		
Other Media devices not listed		

Appendix II

ICT Asset Decommissioning/Disposal Notification Form

Name of Public Body:.....

Date of Submission:

ICT Hardware

No.	Type	Make	Model	Manufacturer Serial Number	GRZ Serial Number	Age of Asset	Disposal Date	Reason for Disposal	Asset Value at Time of Disposal	Method of Disposal	Location
1	Laptop	Lenovo 59	Probook	7383837373	GRZ12344	2	27/10/2023	Unserviceable	K 0.00	Auction	Ministry of Finance and National Planning HQ

Software

Name of Software/ Application	Description	Age of Software/ Application	Decommissioning Date	Reason for decommissioning
Have all support contracts for the decommissioned software been cancelled?		Yes or No		Comments
Has a roll back plan been put in place? (Include backup details)		Yes or No		Comments

Completed by:.....

Verified by:.....

Designation:.....

Designation:.....

Date:.....

Date:.....

Signature:.....

Signature:.....

HEAD OF ICT

CONTROLLING OFFICER

Name:

Name:

Signature:

Signature:

Date:.....

Date:.....

Appendix III

Digital Content Decommission/Disposal Form

Type of Digital content	Description	Action Taken	Retention / Disposal mode	Retention/Disposal Location	Reason for Retention/ Disposal
Cabinet and Parliamentary Business Data	Cabinet and parliamentary business information for the period 2022-2023	Retention	Retrieval of hard drive	EGD HQ Registry	critical information
Financial data	Financial statements for the period 2018-2021	Destruction	Permanent Destruction	Auditor General Officer, HQ	Non-critical data

Completed by:..... Verified by:.....

Designation:..... Designation:.....

Date:..... Date:.....

Signature:..... Signature:.....

HEAD OF ICT

Name:

Signature:

Date:.....

CONTROLLING OFFICER

Name:

Signature:

Date:.....

Appendix IV



ICT Asset Register: Software and Hardware

S/N	Serial No.	Hardware GRZ Serial No.	Make/Type	Model	Processor/RAM Capacity	Storage Capacity	Date of Purchase/Donation	Date of Installation /Year of Acquisition	Location of Device	Value
1	MS7373363	-	Microsoft Office 365	Enterprise	-	-	23/10/2023	23/10/2023	MoFNP-Data Centre	10,000.00

Reference

1. Ministry of Finance and National Planning: Public Finance Management Act 2018
2. Ministry of Transport and Logistics: Asset Management Policy 2021
3. International Telecommunications Union: End-of-Life Management for ICT Equipment

