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INFORMATION TECHNOLOGY SERVICES (ITS) TECHNICAL SUPPORT DIVISION (TSD)

EQUIPMENT ACQUISITION TRACKING SYSTEM (EATS) & MANAGEMENT GUIDE - Version 1.0

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Abstract: The objective of this Guide is to provide information and guidance to the ITS/TSD Group Managers and staff in maintaining EATS data for OCIO/ITS equipment.

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TABLE OF CONTENTS

1.0 PURPOSE..... 3

 1.1 Definition..... 3

 1.2 ITS Asset Ownership/Management..... 3

 1.2.1 EQUIPMENT INVENTORY RESPONSIBILITY 3

 1.2.2 CCE EQUIPMENT..... 3

 1.2.3 NON-CCE EQUIPMENT 4

 1.2.4 HOSTING BRANCH EQUIPMENT 4

 1.2.5 LARGE OFFICE EQUIPMENT 4

 1.2.6 ASSIGNED TO FIELD IN EATS 4

2.0 ITS OWNED/MANAGED AND SUPPORTED EQUIPMENT 4

 2.1 ITS Computer Equipment..... 4

 2.2 NON-ITS Computer Equipment and Supplies 5

 2.2.1 NON-ITS COMPUTER EQUIPMENT..... 5

 2.2.2 NON-ITS COMPUTER SUPPLIES 6

3.0 PERSONAL PROPERTY SYSTEM (PROP)..... 6

4.0 PROCEDURES FOR MAINTAINING THE EQUIPMENT ACQUISITION TRACKING SYSTEM (EATS)..... 7

 4.1 EQUIPMENT ACQUISITION TRACKING SYSTEM (EATS)..... 7

 4.1.1 ADDING NON-CCE EQUIPMENT TO EATS..... 7

 4.1.2 EQUIPMENT LISTED IN EATS BUT NOT PHYSICALLY FOUND..... 7

 4.1.3 EQUIPMENT LISTED IN EATS AT ANOTHER LOCATION 7

 4.1.4 EQUIPMENT LOCATED AT SITE BUT NOT LISTED IN EATS..... 7

 4.2 Excess Equipment 8

 4.2.1 TELECOMMUNICATIONS EQUIPMENT 8

 4.2.1.1 CSU/DSU UNITS 8

 4.2.1.2 SWITCHES, HUBS, AND ROUTERS 8

 4.2.2 Servers and UPS Units 8

 4.2.3 AS/400 Servers..... 9

 4.2.4 ALL OTHER EXCESS PROPERTY 9

 4.3 Stolen Equipment..... 9

 4.4 Lost Equipment 9

 4.5 Equipment Disposal 10

 4.6 Equipment Labeling..... 10

TECHNICAL SUPPORT DIVISION

–EQUIPMENT INVENTORY & MANAGEMENT GUIDE –

1.0 PURPOSE

The purpose of this document is to serve as a guide for the ITS/TSD Staff to use in maintaining EATS data.

1.1 DEFINITION

The EATS Management is a complete listing of all property located at each Site. This requires a physical identification of serial numbers by ITS/TSD staff. Requests for information or confirmation of serial numbers or lists of equipment should NOT be sent to the agencies in the offices, nor should it be accessed remotely or be taken from existing side records, applications or notes. A visual inspection of all equipment is required.

1.2 ITS ASSET OWNERSHIP/MANAGEMENT

An Incidental Transfer Agreement (ITA) has been agreed between ITS and the Service Center Agencies (SCA) i.e. FSA, NRCS, and RD agreeing to Asset Ownership/Management as follows:

All SCA equipment that is connected to the OCIO/ITS voice or data network is now the property of OCIO/ITS and will be managed by ITS. This applies to all equipment on the inventory of the agencies prior to the transfer of function on November 28th 2004, or purchased after, regardless of the funding source. A detailed listing of the type of equipment referred to in the ITA has now been further defined and a complete list is included in this document in Section 2.0. This is necessary for compatibility purposes and to maintain the integrity and the security of the network.

Any equipment that the SCA's plan to purchase, that meet the criteria stated above, must be approved by ITS to ensure compatible with the existing SCA environment before it can be purchased.

1.2.1 EQUIPMENT INVENTORY RESPONSIBILITY

- State Offices, Service Centers, Special Purpose offices, etc. - ITS/TSD staff will have the responsibility for maintaining the EATS data for all ITS equipment located in the offices for which a Group Manager has responsibility.
- Large Office locations - ITS/TSD staff will have the responsibility for maintaining the EATS data for all ITS equipment except for equipment maintained by the Hosting Branch and the Telecommunications Operations Branch.
- All Offices - ITS/TSD staff will assist the Administrative Management Division (AMD), Asset Management Branch (AMB) in maintaining information in the Personal Property System (PROP). PROP responsibilities are addressed in Section 3.0 of this document.

1.2.2 CCE EQUIPMENT

Equipment is considered as CCE if it has been purchased on a CCE contract using CCE funding. In instances where a contract is opened up later to allow Agencies to fund purchases these are considered as Non-CCE purchases. Although the model is the same, the purchase order, funding source, warranty data, etc. is usually different. For CCE equipment the data in the EATS application will be verified as accurate. TSD will ensure that all CCE equipment is listed with the correct Disposition Status and the deployed location in EATS reflects the correct physical location and Agency assignment of the unit. The Site Inventory report should not list any "In Service" equipment that has not been physically located at the site.

1.2.3 NON-CCE EQUIPMENT

All non-CCE procured equipment that is now owned and supported by ITS must be listed in EATS with the correct Disposition Status. The deployed location in EATS must reflect the correct physical location and Agency assignment of the unit.

1.2.4 HOSTING BRANCH EQUIPMENT

Hosting servers and other equipment attached to the network must also be listed in the EATS application. Hosting personnel will be responsible for the accuracy and maintenance of these serial numbers and will provide TSD with an accurate listing of the equipment maintained by Hosting.

1.2.5 LARGE OFFICE EQUIPMENT

Large Office locations - ITS/TSD staff will have the responsibility for maintaining the EATS data for all ITS equipment except for equipment maintained by the Hosting Branch and the Telecommunications Operations Branch.

1.2.6 ASSIGNED TO FIELD IN EATS

For all workstations the "Assigned To" Field in EATS should be completed in compliance with the instructions contained within the EATS Process Document available from the Technical Documents link in the EATS application's Main Menu.

2.0 ITS OWNED/MANAGED AND SUPPORTED EQUIPMENT

2.1 ITS COMPUTER EQUIPMENT

The following is a description of equipment that is owned and managed by OCIO/ITS and is the responsibility of ITS for the operation of that equipment.

1. Workstations, i.e. Desktop, Laptop, TabletPC, etc. owned and supported by ITS must meet ALL of the criteria listed below. Those systems meeting this criteria will be supported and maintained by ITS/TSD:

- Operating with a CCE Image.
- Listed in Active Directory.
- Connected to the OCIO/ITS Network.
- Listed in the EATS application.

NOTE: Workstations are tracked in EATS as a bundle using the CPU serial number. Monitors, keyboards, and mice are not tracked separately.

NOTE: Where workstations are connected only by an IP address ITS will support the IP connection but will not support the operation or software for the unit.

NOTE: All workstations for Conservation Districts and other Agency Partners should be included where they meet the same criteria listed above.

2. Servers - includes AS/400, non-CCE servers, Sun servers, etc.
3. Storage Arrays.
4. Tape Libraries.

5. UPS - Only those UPS units that are CCE procured or those connected to the Enterprise equipment/servers. Do not include those UPS units that are connected to individual workstation units.
6. Scanners - All scanners that have been procured and are installed.
7. Printers/Plotters - ALL printers and plotters including Laser, B&W, Color, InkJet, Plotters that are networked and printers connected directly to the AS400 or a workstation, etc.

NOTE: *If Conservation Districts or other Agency partners purchase a non-CCE printer and it is connected to the OCIO/ITS Network or connected to a workstation it should be included in TSD Inventory. The printer should be inventoried and added to EATS showing ownership as the CD. The Conservation District will be responsible for repairs and printer supplies.*

8. PDA's - Only government owned. Personal PDA's are not allowed on the network or to be connected to a workstation.
9. Photocopiers connected to the network - see comments below for non-ITS equipment for leased equipment.
10. Fax machines.
11. Switches/Hubs.
12. Routers - including wireless routers.
13. Telecommunication Equipment - the following Telecommunication equipment and related equipment are OCIO/ITS supported equipment will be recorded in the TELTRAK application:
 - Phone systems
 - Phone Handsets
 - Cell Phones
 - Wireless Cards
 - Blackberries
 - Pagers
 - Calling cards
 - Two-Way Radios
 - Satellite Phones
 - VoiceCom/Voicemail Systems

Some user equipment not included in this list requires software installation, in these cases TSD will ensure the software is loaded and functional but OCIO/ITS is not responsible for the equipment itself, e.g., projectors, etc.

2.2 NON-ITS COMPUTER EQUIPMENT AND SUPPLIES

The following is a description of some equipment and supplies that are NOT considered as ITS equipment. This equipment and supplies will be funded, procured, repaired, and replaced as needed by the Service Center Agencies (SCA). ITS will provide a recommendations on equipment to be procured to ensure it's compatible with the existing environment. The equipment will be installed and/or managed by OCIO/ITS to ensure it is compatible with existing equipment and that it is operational when connected:

2.2.1 NON-ITS COMPUTER EQUIPMENT

1. Peripheral Equipment attached to workstation, i.e.
 - a. Portable/External Floppy, CD, or DVD drives.
 - b. USB Flash Drives, Memory Sticks, etc.
 - c. Non standard computer equipment, such as wireless keyboards and mice.

2. Camera - All CCE purchased and Agency funded non-CCE cameras including digital and other camera types. CCE funded cameras will be tracked in EATS until the warranty expires on the cameras and then will be the Service Center Agency responsibility for proper disposal.
3. GPS Units - All CCE purchased and Agency funded non-CCE GPS units. CCE funded GPS units will be tracked in EATS until the warranty expires on the units and then will be Service Center Agency responsibility for proper disposal.
4. Leased Scanners/Copiers/Faxes/Postage Meters - for leased scanners/copiers/faxes/postage meters the agency leasing the equipment will be responsible for the lease and a payment of the lease. If the equipment is connected to any workstation or the network, ITS will be responsible for ensuring the unit is properly connected, that all software is up to date, and the equipment has been adequately patched to meet security requirements.
5. UPS units that are connected to individual workstation units, etc. and are used for electrical issues within an office.
6. Answering machines.
7. Owned/Leased Postage Meters - Only those that are connected to the telephone or data network. TSD will be responsible for support of the connection and maintenance of the Operating System (OS) only and the Agency will continue to support maintenance contracts and the actual meter and purchase of postage etc.
8. Projectors - Only projectors that are connected directly to the network and are fully functional on the network. For projectors that only connect to workstations, TSD will assist the Agencies with their operations but the Agency will be responsible for servicing and procurement.
9. Phone headsets either wired or wireless. These are at the discretion of the agencies and will be considered agency equipment. These will be funded, procured, and replaced as needed by the agencies. These will not be included in the TELTRAK system.
10. Replacement of accessories for cell phones and Blackberries. Items such as chargers including electrical and vehicle, wireless access equipment, i.e. Bluetooth equipment, etc. When they need to be replaced or not a part of the original procurement it will be the responsibility of the Service Center Agencies to fund, procure, and/or replace these items.

2.2.2 NON-ITS COMPUTER SUPPLIES

1. Printer Cartridges/Toner and Related Items - Agencies will purchase replacement printer cartridges and/or toner and related items. A mandatory source of supply will be provided that requires Agencies to use for procuring printer cartridges, toner, and related items.
2. Floppy disks.
3. CD's.
4. DVD's.
5. Paper for printers, copiers, etc.

NOTE: Refer to the MOU with the Service Center Agencies and ITS for any further definition of supplies.

3.0 PERSONAL PROPERTY SYSTEM (PROP)

Although OCIO/ITS uses EATS as a tool to assist in the management of its assets. the official inventory system for USDA is the Personal Property System (PROP). PROP tracks all accountable/capitalized assets and is a sub system of the General Ledger. Accountable assets are those items that cost \$5,000 and above. Capitalized assets are those items that cost \$25,000 and above.

Items in PROP are tracked under Accountable Property Officers (APO). Each Group Manager and Branch Chief in ITS is an APO and responsible for the inventory tracked under their APO number.

The ITS/AMD/AMB is responsible for the management of PROP. All additions, modification, and deletions are made by AMB. It is the responsibility of the APO to notify AMB of any changes to the status of an

accountable/capitalized asset, i.e. disposed of, transferred to another APO. In order to make a change to the APO listing AMD will required proper documentation, i.e. AD-107, AD-112, etc.

Each quarter AMD will distribute to the APO a listing of accountable property assigned to them and any changes that have occurred to the inventory. The APO should review the list for any errors. If there are errors on the listing the APO should notify AMB in order to resolve the issues.

Every two years the APO's will be asked to do a complete physical inventory of assets and certify that the inventory is complete and correct.

All question in regards to the PROP inventory listing should be directed to AMB through the TSD Group Manager.

4.0 PROCEDURES FOR MAINTAINING THE EQUIPMENT ACQUISITION TRACKING SYSTEM (EATS)

All ITS CCE equipment should be identified in this process, regardless of status: working, in-use, defective, still in the box, and the status should be accurately reflected in EATS. For Non-CCE Equipment all "In Service" equipment must be captured. Equipment that is defective or awaiting disposal is the responsibility of the Partner Agencies.

4.1 EQUIPMENT ACQUISITION TRACKING SYSTEM (EATS)

The EATS application is the management tool used to track all equipment owned and supported by ITS. All equipment that meets the criteria of the ITA must be listed in EATS. TSD is responsible for ensuring that data accuracy is maintained at all times. Equipment moves, disposition, or acquisition must be tracked in EATS.

4.1.1 ADDING NON-CCE EQUIPMENT TO EATS

A spreadsheet has been provided to collect all appropriate data for Non-CCE equipment and to be used for adding non-CCE equipment serial numbers to EATS. The format of this spreadsheet must not be modified. Completed spreadsheets should be submitted initially to the TSD Group Manager who will then submit the request through Magic Work Order under heading "**Hardware> EATS Updates> Inventory (EATS)**". The spreadsheet is available from the Team Service Group Manager web site under the General Documents link.

Work Orders should be escalated to the TSD EATS Data Stewart.

4.1.2 EQUIPMENT LISTED IN EATS BUT NOT PHYSICALLY FOUND

If there is equipment serial numbers included in the site equipment list in EATS but cannot be found during the inventory check the serial number should be listed as "**Removed From Service**" in EATS and "Not Found" entered in the Comments field. If the serial number then turns up at another location it can easily be identified. Do not enter Last Inventoried dates for equipment that has not been physically verified and located. If the equipment is not located by the time of the configuration has been approved for disposal by OCIO, see Section 4.4 below for guidance on Lost Equipment.

4.1.3 EQUIPMENT LISTED IN EATS AT ANOTHER LOCATION

If equipment is found physically located at a site but is listed in EATS at a different location then EATS needs to be corrected to show the true location of the unit. If the equipment will be moved within the TSD Group then the Group ITS/TSD staff should move the equipment. If the serial number is showing in EATS located at another Group then a Magic Work Order should be generated to request the serial number be moved in EATS.

Use Work Order header heading "**Hardware> EATS Updates> Moving Hardware**" and escalate the work order to the ITS Service Desk then to the TSD EATS Data Stewart.

4.1.4 EQUIPMENT LOCATED AT SITE BUT NOT LISTED IN EATS

If the equipment is located at a site but is not listed in EATS and is CCE (per the criteria in Section 1.2.2 above) then a Magic Work Order should be generated to request that the serial number be added to EATS.

Include manufacturer and model information and any other relevant information you may be aware of, e.g. was the unit replaced under warranty etc.).

For non-CCE equipment the appropriate data should be entered on the Non-CCE Equipment load spreadsheet to be submitted for addition of data to EATS. This spreadsheet is available from the Team Services Group Manager web site under the General Documents link.

4.2 EXCESS EQUIPMENT

4.2.1 TELECOMMUNICATIONS EQUIPMENT

4.2.1.1 CSU/DSU UNITS

Any CSU/DSU units located at sites and no longer being used should be returned to Kansas City. Please include a list of serial numbers in the box and the location they are being shipped from. These units should not be tracked in EATS or TelTrak.

Ship units to:

**USDA Warehouse,
9240 Troost Avenue,
Kansas City, MO, 64131
Attn: Larry Harris (816-363-1103)**

4.2.1.2 SWITCHES, HUBS, AND ROUTERS

Any switch(s) and/or router(s) found at the site and not connected and operational should be returned to the Kansas City Warehouse. Include a list of serial numbers in the box and the location they are being shipped from. Create a Magic Ticket/Work Order, escalate the Work Order to the ITS Service Desk then to the TSD EATS Data Stewart indicating information on the shipment of the equipment and to have the serial number moved in EATS.

Ship units to:

**USDA Warehouse,
9240 Troost Avenue,
Kansas City, MO, 64131
Attn: Larry Harris (816-363-1103)**

4.2.2 Servers and UPS Units

Servers (except AS/400) and UPS units will be returned to Fort Collins, CO. Create a Magic Ticket/Work Order, indicating information on the shipment of the equipment and to have the serial number moved in EATS. Use Work Order header heading "**Hardware> EATS Updates> Moving Hardware**" and escalate the Work Order to the ITS Service Desk then to the TSD EATS Data Stewart.

Ship Servers and UPS units to:

**USDA ITS Warehouse,
1313 Duff Drive,
Fort Collins, CO 80524
Attn: Bob Smith**

4.2.3 AS/400 Servers

AS/400 servers will be returned to the Kansas City Warehouse. Create a Magic Ticket/Work Order, indicating information on the shipment of the equipment and to have the serial number moved in EATS. Use Work Order header heading **"Hardware> EATS Updates> Moving Hardware"** and escalate the Work Order to the ITS Service Desk then to the TSD EATS Data Stewart.

Ship the AS/400 units to:

**USDA Warehouse,
9240 Troost Avenue,
Kansas City, MO, 64131
Attn: Larry Harris (816-363-1103)**

4.2.4 ALL OTHER EXCESS PROPERTY

All other excess personal property, i.e. printers, faxes, etc. should be reported to AMD/AMB for disposing of property according to their established procedures.

4.3 STOLEN EQUIPMENT

If ITS equipment is stolen the following steps must be completed:

1. Magic Work Order created listing the following:
 - USDA Site ID
 - Site Name, Site Address - Street, City, State
 - Site Contact Name and phone number, including extension
 - TSD Team Member Name and phone number
 - Model Number
 - Serial Number
2. Police Report - a copy should be attached to the Magic Work Order when it becomes available.
3. The Work Order should be escalated to the Group Manager for review. Group Managers will escalate to the ITS Service Desk.
4. ITS Service Desk will notify the OEM's that the equipment was stolen and they make a note in the records. The Work Order is then closed by the ITS Service Desk.
5. Equipment Disposition Status in EATS must be listed as "Stolen".
6. An AD-112 document should be completed with an attached copy of the police report so that it is available for submission when the configuration has been approved for disposal by OCIO ITS/AMD/AMB.

4.4 LOST EQUIPMENT

If ITS equipment is lost the following steps must be completed and escalated to the Group Manager:

1. Magic Work Order created listing the following:
 - USDA Site ID
 - Site Name
 - Site Address - Street, City, State
 - Site Contact Name and phone number, including extension
 - TSD Team Member Name and phone number Model Number
 - Serial Number
7. Equipment Disposition Status in EATS must be listed as "Unavailable".
8. An AD-112 document should be completed when the configuration has been approved for disposal by OCIO ITS/AMD/AMB.

4.5 EQUIPMENT DISPOSAL

Equipment should only be disposed in accordance with the Equipment Disposal Process as issued by OCIO ITS/AMD/AMB and as appropriate the equipment will be sanitized in accordance with guidance provided by the OCIO/IOD/OSB. The Disposition Status in EATS should reflect the status of the equipment.

4.6 EQUIPMENT LABELING

All ITS owned equipment should be labeled using the OCIO/USDA/ITS labels unless the size of the equipment makes this impractical, e.g. digital camera, mouse, etc. Labels could be one of the following:

- USDA/OCIO/ITS
- USDA/OCIO
- OCIO/CCE.
- Or other similar type labeling.

If additional Labels are needed they can be ordered by creating a Magic Ticket/Work Order and escalate the Work Order to the ITS Service Desk then to the TSD EATS Data Stewart for resolution.