IT Equipment Disposal Policy
Of
Agrani Bank Limited

2021

Version 1.0

INFORMATION TECHNOLOGY & MIS DIVISION

Contents

1. Introduction

Agrani Bank Limited is one of the largest state owned leading commercial bank in Bangladesh. Bank has been using Information Technology (IT) extensively for its day to day business operations. For running IT based operations for its Head Office, Circle offices, Zonal Offices and branches uses a vast array of technology equipment which demands a disposal policy.

Technology equipment often contains parts which cannot simply be thrown away. Proper disposal of equipment is both environmentally responsible and often required by law. In addition, hard disk drives(HDD), solid state drives (SSD), USB storage devices, CD/DVD-ROMs and other storage media contain various kinds of organization's data, some of which is considered sensitive. In order to protect our constituent's data, all storage mediums must be properly erased before being disposed-off. Therefore, special tools must be used to securely erase data prior to equipment disposal.

This IT Equipment Disposal Policy of Agrani Bank Limited 2021, Version 1.0 should be treated as part of the Information and Communication Technology (ICT) Security Policy of Agrani Bank Limited 2018 or any version of the ICT Security Policy of Agrani Bank Limited is approved in the future.

1.1 Scope & Objective

The policy cover disposal procedures of technology equipment and components owned by Agrani Bank Limited and its affiliated organization. The provision of the policy applies to:

- All employees/Divisions/Circle Offices/Zonal Offices/Branches of Agrani Bank Limited.
- All activities and operations those are required to ensure disposal of IT equipment.
- To define the responsibility of Disposal Committee & Disposal Team.
- To define the Disposal Centre.

1.2 Authority

Agrani Bank Limited has the authority to set policy and provide guidance and oversight for the IT equipment disposal policy.

1.3 Disposal Committee

Division of HO/Corporate Branch/Circle Offices/Zonal Offices will have a Disposal Committee which will play the vital role for overall IT equipment management. The Committee will review the requirement for disposal of IT

equipment and advise/recommend to respective Disposal Team for any necessary action. This Committee shall be comprised of:

Head of IT&MIS Division/Corporate Branch /Circle Office/Zonal Office	Chairman
AGM/SPO/PO/ SO	Member
Head of Establishment & Engineering Division	Member
Head of Procurement & Common Services Division (Common)	Member

Officer (Establishment) will play the role of member-secretary of the committee.

1.3.1 Four Disposal Committee will form i.e. Head Office (HO), Corporate Branch (CB), Circle Office (CO) and Zonal Office (ZO) Disposal Committee consist at least 3(three) members
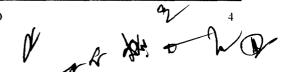
1.4 Disposal Team

Head Office (HO), Corporate Branch (CB), Circle Office (CO) and Zonal Office (ZO) have Disposal Team for proper disposal. Disposal Team refer to a team consists at least 3(three) members by respective offices of IT&MIS-HO/Corporate Branch/Circle Offices/Zonal Offices. Formation of Disposal Team will be formed by Disposal Committee.

1.5 Responsibility

The Disposal Committee and Disposal Team will be responsible for proper implementation of the policy.

1.5.1 Responsibilities of Disposal Committee:

a) Need analysis and preparation/finalization for disposal of IT equipment on need-to-need basis.

b) Perform vendor management including Service Level Agreement (SLA) and service escalation matrix where applicable.

c) Provide Policy for usage and disposal of IT equipment in compliance with Bank's existing rules and regulations.

d) Provide necessary opinion and technical assistance for secured usage & disposal of IT equipment.

e) Ensure that the policy is established and implemented properly.

f) Provide maintenance support with the help of Information Technology & MIS Division (Procurement Cell), Information Technology & MIS Division (Computer Hardware Maintenance) as and when necessary.

1.5.2 Responsibility of Disposal Team:

Disposal Team is responsible for the disposal of IT equipment according to the Disposal Committee's order and following the disposal policy.

1.6 Disposal Centre

1.6.1. Disposal Team of Head Office:

Disposal Team of Head Office IT & MIS Division will dispose IT equipment of Head Office in future following the disposal policy. Member of Disposal Team will form with DGM (IT), AGM (IT), Concerned Computer Hardware Maintenance Officer, Concerned Inventory Officer, PO/SPO/AGM of Procurement and Common Services Division (Common).

1.6.2. Disposal Team of Corporate Branch (Under GM office):

Disposal Team of Corporate Branch will dispose IT equipment of Corporate Branch following the disposal policy. Member of Disposal Team will form with at least 3 (three) members including Head of Corporate Branch.

1.6.3. Disposal Team of Circle Office (CO):

Disposal Team of Circle Office will dispose IT equipment of Circle Office and under its regulatory Zonal Offices and Corporate Branches following the disposal policy. Member of Disposal Team will form with at least 3 (three) members including Head of Circle office.

1.6.4. Disposal Team of Zonal Offices (ZO):

Disposal Team of Zonal Office will dispose IT equipment of Zonal Office and under its regulatory Branches following the disposal policy. Member of Disposal Team will form with at least 3 (three) members including Head of Zonal Office.

1.6.5. If any dispute arises regarding disposal then Disposal Team of Head Office IT Division will help to settle the issue.

1.7 Review

The Authority shall review the policy on-demand basis and keep it up-to-date in-line with new technology.

2. Inventory Management

2.1 All Divisions of Head Offices/Corporate Branch/Circle Offices/Zonal Offices/Training Institute/Agrani Equity and Investment Ltd./Agrani SME Financing Company Limited and Branches etc. must up-to-date their inventory of their own IT equipment.

2.2 Concerned Inventory officer must verify Annexure-I and Annexure-II before IT Equipment disposal (Annexure-III)

2.3 For old IT Equipment disposal, where information such as Suppliers Name, Delivery date are not available should use Annexure-II.

3. Maintenance & Service Level Agreement (SLA) Management

3.1 Maintenance

3.1.1 Under warranty period

Information Technology & MIS Division/Corporate Branch/Circle Office/Zonal Office (Procurement Cell) of Bank will ensure support and monitor on IT equipment covered under warranty period.

3.1.2 Post warranty period

Information Technology & MIS Division/Corporate Branch/Circle Office/Zonal Office will provide Computer Hardware Maintenance support on IT equipment for the post warranty period.

3.1.3 Disposal Requesting Procedure

For IT Equipment Disposal, Divisions/Circle Offices/Zonal Offices/ branches will make Disposal Request through a prescribed form (Annexure-I or Annexure-II) by e-mail or through formal note to respective division of HO/Corporate Branch/Circle Offices/Zonal Offices.

3.1.4 Service Delivery

Respective division of HO/Corporate Branch/Circle Office/Zonal Office will record the Disposal Request and take necessary action.

3.2 Service Level Agreement Management

3.2.1 There must be Service Level Agreement between the vendor and Bank.

3.2.2 The user side must ensure that the IT equipment does not contain live data when hardware are taken by the vendors for servicing/

repairing purposes. All data must be retrieved and kept with the user before hardware is taken outside the bank premises for repairing and maintenance purpose. At any circumstances, data can't be left outside the bank Premises with the IT equipment.

4. Disposal Process:

4.1 IT Equipment Disposal

4.1.1 IT/ Computer Equipment refers but not limited to:

i   Servers, desktop, laptop, palmtop, tablet, netbook computers, smartphones, handheld computers, or any processor based IT equipment.

ii   CCTV, monitor, terminal, display screen, Multi Media kits, Object Display Camera, Video Camera, Over Head Projector, Multimedia Projector or any others displayable devices.

iii   HUB/ SWITCH, router, firewall, LAN/ WAN cable & Connector, Cable Tester or any others network devices.

iv   Printers, scanners, plotters or any others printable devices.

v   Hard disk drives/ mobile hard disk, Pen drive, RAM, Memory Card, Video Capture Card, DVR/ NVR or any others storage devices.

vi   Tape drive/ ZIP drive/ DAT drive /super disk drive, floppy disk drive, CD/ DVD drive/ writer, blue ray drive modem, Remote control, Audio Set, CD/ DVD/ BRD/ FD, Flash Drive, Tape Cartridge, TV Card or any other portable storage device.

vii   UPS, IPS, batteries, backup tapes or any other backup related device.

viii   Telephones, cell phones, FAX machine or any other communication device.

ix   Data Centre & DRS related devices.

x   Devices of any other type not mentioned above.

4.1.2 Disposable IT equipment items refers but not limited to:

i.   Having book value BDT 1 (One) and not useable at any cost.

ii.   Book value BDT 1 (One) and warranty not exist.

iii. Having book value greater than BDT 1 (One) but having burn case and not useable/ repairable/ updateable/ upgradeable at any cost.

4.1.3 Non disposable IT equipment items refers but not limited to:

i. Having warranty.

ii. Having book value BDT 1 (One) but in good condition judgments by disposal team and/or also IT equipment items repairable/ updateable/upgradeable.

4.1.4 Any computer/technology equipment or peripheral devices that HO/Branch could not use (book value 1) will be sent to the respective HO/Circle Offices/Zonal Offices for repairing/updating/upgrading purposes. If computer/technology equipment or peripheral devices is not repairable/updateable/upgradeable at any cost then HO/Branch/Circle Office/Zonal Office attach disposal sticker by the concern of Disposal Committee by filling up IT Equipment Disposal Form (Annexure-I or Annexure-II) to HO/Corporate Branch/Circle Office/Zonal Office for proper disposal.

4.1.5 According to inventory register of respective divisions/offices/branches respective inventory officer will check and provide IT equipment details such as Company Name, Machine Type, Model, SL NO, Delivery Date etc.

4.1.6 After final checking of IT equipment details, the Disposal Team determine IT equipment disposable or not disposable according to Technology Equipment Disposal Article 4.1.2 and 4.1.3.

4.1.7 Completing the differentiation between disposable or non- disposable items (according to Technology Equipment DisposalArticle4.1.2 and 4.1.3) the Disposal Team will start disposal of IT equipment following the disposal policy.

4.1.8 The Disposal Team will securely erase all storage mediums in accordance with the current industry best practices.

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

4.1.10 No computer equipment should be disposed of via skips, dumps, landfill etc. Electronic recycling bins may be periodically placed in locations

around the Head Office/Corporate Branch/Circle Offices/Zonal Offices. The Disposal Team will properly remove all data prior to final disposal.

4.1.11 All electronic drives must be degaussed or overwritten with a *commercially available disk cleaning program*. Hard drives may also be removed and rendered unreadable (drilling, crushing or other demolition methods).

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

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

4.1.14 Items so disposed of must be recorded properly. The Obsolete, disposal and re-use procedure to be recorded in a register.

4.1.15 When disposal are completed then respective divisions, Circle Offices, Zonal offices and branches update the inventory register.

5. Policy Compliance

5.1 Compliance Measurement

The Information security team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, feedback to the policy owner and etc.

5.2 Exceptions

Any exception to the policy must be approved by Bank's Board of Director.

5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action as per Agrani Bank Employee Service Regulation, 2008 or any exception of the Agrani Bank Employee Service Regulation, 2008 is approved in the future.

6. Related Standards, Policies and Processes

- Guideline on ICT Security For Banks and Non-Bank Financial Institutions, May 2015, Version 3.0
- Information and Communication Technology (ICT) Security Policy of Agrani Bank Limited 2018.
- Agrani Bank Employee Service Regulation, 2008 or any exception of the Agrani Bank Employee Service Regulation, 2008 is approved in the future.

- As per instructions/ guidelines of Ministry & Bangladesh Bank.

7. Definitions and Terms

1. Electronic Recycling is the disassembly and separation of components and raw materials of waste electronics.

2. Disk sanitization enables one to remove data from a disk or set of disks so that the data can never be recovered.

3. Zero filling is a method of formatting a hard disk whereby the formatter wipes the disk contents by overwriting them with zeros.

8. Revision History

Date of Change	Responsible	Summary of Change

Disposal Request Form
(IT Equipment)

DGM/ AGM/ SPO/ PO
Division/Branch/ZO/CO   :
Agrani Bank Limited   :
Address   :

Sub: Request for IT Equipment Disposal

Section 1: Requester Information with request details

SL No.	Name of Division/ Branch/ZO/CO	Name of the IT Equipment	Model & Serial No. of IT Equipment	Supplier Name & Delivery Date	Book Value	Request details

Signature of requester   :
Name   :
Designation   :
Date   :
Mobile/ Phone   :
Disposal Request No. & Date :

                                         Signature & Seal
        (Head of Division/Branch/ZO/CO)

Section 2: Verification by Concerned Inventory Officer

Signature   :
Name & Designation   :
Date of response   :
Response details   :
Date   :

Disposal Request Form
(IT Equipment)

DGM/ AGM/ SPO/ PO
Division/Branch/ZO/CO :
Agrani Bank Limited :
Address :

Sub : Request for IT Equipment Disposal

Section 1: Requester Information with request details

SL No.	Name of Division/ Branch/ZO/CO	Name of the IT Equipment	Model / Serial No. of IT Equipment	Request details

Signature of requester :
Name :
Designation :
Date :
Mobile/ Phone :
Disposal Request No. & Date :

Signature & Seal
(Head of Division/Branch/ZO/CO)

Section 2: Verification by Concerned Inventory Officer

Signature :
Name & Designation :
Date of response :
Response details :
Date :

IT Equipment Disposal Form

User Information

Disposal Request (DR) No.	.
Date:	

Division/ Branch/ZO/CO

Name   :

IT Equipment Type:

☐ Server ☐ PC ☐ Laptop ☐ Any processor based IT equipment's ☐ Laser Printer ☐ Color Laser Printer ☐ Dot-Matrix Printer ☐ Inkjet Printer ☐ Any other printable devices ☐ UPS ☐ IPS ☐ Any other backup devices ☐ Monitor ☐ Projector ☐ Any other displayable devices ☐ Scanner ☐ Switch ☐ Router ☐ Firewall ☐ Any other network devices ☐ Hard disk drives ☐ Mobile hard disk ☐ RAM ☐ Memory Card ☐ Pen drive ☐ Any other storage devices ☐ Others

General Description:

Brand/Name   :

Model/Version   :

Serial No.   :

Supplier's Name   :

Delivery Date   :

Disposal Date   :

Types of Disposal:

☐ Destroy ☐ Re-distribution ☐ Dismantled for spare parts ☐ Others

Remarks:

According to the disposal recommendation Ref: No._____dated _____the undersigned has declared that the above IT Equipment has been disposed off as per the terms and conditions stated in the IT Equipment Disposal Policy.

1. (Seal & Signature)
   Date:

2. (Seal & Signature)
   Date:

3. (Seal & Signature)
   Date:

4. (Seal & Signature)
   Date:

5. (Seal & Signature)
   Date:

6. (Seal & Signature)
   Date: