

Jacksonville Office of Inspector General



IT Asset Inventory Control Audit

2025-0000037

Executive Summary

What We Did

The Office of Inspector General audited the Technology Solutions Department's (TSD) management of laptops and desktops to evaluate accuracy, completeness, and timeliness of inventory controls. We examined whether procured assets were properly recorded in Tivoli, the City's inventory system of record, and whether deployed assets in Tivoli were accurately reconciled with Microsoft Intune, the City's endpoint management tool tied to Active Directory. Data from Tivoli, Intune, and all 16 purchase orders issued during the audit period were analyzed using IDEA. We compared purchase order quantities to Tivoli records for completeness and attempted to assess timeliness of data entry.

What We Found

We found that TSD does not have reliable inventory data for laptops and desktops. Tivoli and Intune did not match for most deployed devices, showing that assets are not being consistently or accurately reconciled between systems. Additionally, 24 procured devices were missing from Tivoli, and we could not verify when assets were recorded because Tivoli's dates were unreliable and no independent receiving documentation existed. These issues occurred because there is no clearly defined system of record, no formal reconciliation process, no assigned responsibilities, and no required timeframe for entering assets into inventory.

What We Recommended

We recommended that TSD formally designate Tivoli as the system of record, perform regular reconciliations with Intune, and update SOPs to clearly define roles, responsibilities, and acceptable exceptions. We also advised reconciling purchase orders to Tivoli entries, setting a clear standard (such as 30 days) for recording new assets, and requiring independent receiving documentation to validate when assets are received. Finally, we recommended implementing monitoring and exception reporting, exploring automation to reduce manual work, and assessing whether additional staffing or system support is needed to maintain these controls effectively.

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Purpose

The purpose of this audit was to assess the accuracy and reliability of the City's Technology Solutions Department (TSD) asset inventory processes for laptops and desktops. Specifically, the audit sought to determine whether procured assets were being properly recorded in Tivoli, and whether deployed assets were consistently reconciled between Tivoli and Microsoft Intune. This review was undertaken to provide assurance that IT asset management practices support accountability, compliance with policy, and the safeguarding of public resources.

Background

TSD is responsible for managing the City of Jacksonville's (COJ) information technology infrastructure and assets, including laptops and desktops issued to employees across City departments. TSD's services extend beyond the main City offices to include remote facilities, public safety agencies, and other government operations throughout Duval County. As the City's central IT service provider, TSD plays a critical role in ensuring that technology assets are properly procured, deployed, and tracked across all supported entities.

Effective asset management requires accurate and complete recording of devices at the point of procurement, as well as reliable tracking of deployed assets throughout their lifecycle. TSD primarily uses Tivoli Asset Management as its system of record for IT inventory. Tivoli is designed to capture procurement details such as purchase order number, service tag, and acquisition date, serving as the central repository for tracking laptops and desktops through their lifecycles.

In parallel, Microsoft Intune functions as the City's endpoint management tool. Intune tracks deployed devices by linking them to user accounts in Active Directory (the City's user account directory), providing visibility into which employees are actively assigned laptops or desktops. Together, Tivoli and Intune are intended to provide a comprehensive view of IT assets procured, deployed, and in use.

While this is the first audit of IT asset inventory conducted by the Office of Inspector General (OIG), the risk of incomplete or inaccurate recording remains significant. Weaknesses in procurement-to-inventory processes or discrepancies between Tivoli and Intune could result in devices being lost, underutilized, or unaccounted. TSD maintains an Asset Inventory Standard Operating Procedure (SOP) that outlines roles, responsibilities, and key processes for asset tagging and surplus management; however, the SOP does not clearly define timelines or expectations for when newly acquired devices must be entered into Tivoli.

Statement of Objectives, Scope, and Methodology

Objectives

1. Determine whether laptops and desktops procured during the audit period were properly recorded in Tivoli, including whether assets were fully inventoried and entered in a timely manner.
2. Assess whether Tivoli accurately reflects deployed laptops and desktops by comparing Tivoli “deployed” records with Microsoft Intune assignment data.

Audit Scope

The audit focused on laptops and desktops managed by TSD during the period of October 1, 2023, through September 30, 2024, with a 60-day extension to capture assets recorded shortly after the period. The review included all 16 purchase orders (POs) for laptops and desktops issued during the audit period, as these comprised the complete population of relevant procurements. Other asset types, such as monitors and docks, were excluded from testing.

Audit Methodology

The audit team analyzed data from Tivoli, Microsoft Intune, and purchase order documentation. In IDEA, Tivoli records were filtered to isolate assets associated with the 16 purchase orders in scope. Virtual fields were created to clean purchase order numbers and convert date formats for testing. Tivoli counts were then compared to PO line-item quantities to evaluate completeness, while Intune deployment assignments were reconciled against Tivoli’s deployed population. A 30-day threshold was established as the standard for timely inventory entry. However, because Tivoli’s “Date Acquired” field often preceded purchase order dates and no independent receipt records were maintained, timeliness testing could not be reliably verified.

Scope Limitations

Certain assets procured through TSD were deliberately excluded from audit testing. These include laptops and desktops allocated to the State Attorney’s Office, Duval County Court Administration, and the Clerk of Court. While these devices are procured by COJ and, in some cases, granted access to the City’s Active Directory (AD), each of these entities maintains its own IT service that is responsible for asset management. In addition, assets such as those provided to the State Attorney’s

Office are outside the statutory jurisdiction of the OIG. For these reasons, these assets were not included within the scope of this audit.

Statement of Auditing Standards

The Audit was conducted in conformance with the *International Standards for the Professional Practice of Internal Auditing* (IPPF), issued by the Institute of Internal Auditors. The standards require the OIG to plan and perform the audit to obtain sufficient, reliable, relevant, and useful information to support the engagement results and conclusions based upon the stated audit objectives. This Audit was also conducted pursuant to Section 1.203(c), Charter of the City of Jacksonville, and Ordinance Code, Section 602.303(a-c).

Findings and Recommendations

Objective 1: Determine whether laptops and desktops procured during the audit period were properly recorded in Tivoli, including whether assets were fully inventoried and entered in a timely manner.

The audit team conducted electronic reconciliations of deployed laptop and desktop assets between Tivoli and Microsoft Intune to assess accuracy and completeness. Serial numbers and user assignments were used to identify matches and variances between the two systems. This testing was guided by both internal and external criteria.

Internally, the TSD Annual Property Inventory SOP requires the Inventory Control Specialist to perform electronic reconciliations of Tivoli reports against other monitoring systems and to ensure all property-tagged assets are accounted for either by network reporting or visual verification.¹ The TSD Asset Management SOP further requires proper documentation of property tagging, transfers, and surplus actions to maintain accurate asset records.²

Externally, criteria were drawn from the GAO Green Book and the IIA's IPPF, which require management to design and implement control activities that ensure assets are properly recorded, safeguarded, and periodically reconciled.^{3 4}

Finding 1

The audit compared Tivoli "Deployed" records against Microsoft Intune assignment data for the audit period. Out of the tested population:

- Matches: 681 devices were present in both Tivoli and Intune.
- Tivoli-Only: 507 devices were recorded as deployed in Tivoli but were absent from Intune.

- Intune-Only: 3,973 devices were found in Intune but not in Tivoli.

This means that only 15% of Intune records and 57% of Tivoli records aligned across both systems. The significant number of unmatched records indicates that deployed laptops and desktops are not being consistently or accurately reconciled between Tivoli and Intune.

The magnitude of these discrepancies undermines the reliability of Tivoli as the TSD system of record for inventory and increases the risk of lost, underutilized, or unaccounted-for assets.

The underlying cause of the discrepancies between Tivoli and Intune is the absence of a clearly defined system of record and a formalized reconciliation process. Without documented procedures assigning responsibility for data alignment and exception handling, discrepancies between deployed and recorded assets persist across both systems.

The effect of this condition is that TSD cannot fully rely on either system to provide an accurate and complete account of all City-issued IT assets. This increases the risk of devices being lost, underutilized, or unaccounted for and undermines the integrity of inventory reporting used for operational and fiscal decision-making.

Recommendation 1

1. Implement regular reconciliations: Require quarterly reconciliation between Tivoli and Intune, with documented review and resolution of discrepancies.^{5, 6}
2. Define the system of record: Formally designate Tivoli as the official system of record for asset inventory and clarify Intune's role as an endpoint management tool in the standard operating procedures. Align data entry, retention, and reconciliation procedures accordingly.^{7, 8, 9}
3. Enhance automation: Explore automated interfaces or scripts that synchronize deployment status between Tivoli and Intune to reduce reliance on manual updates.¹⁰
4. Strengthen SOPs: Update the Asset Inventory SOP to require periodic reconciliation between Tivoli and Intune for all assets with Active Directory (AD) access, while also defining responsibilities for investigating and resolving discrepancies. The SOP should further describe acceptable exceptions, such as (1) assets procured by TSD but not granted AD access, and (2) assets purchased by departments outside of TSD procurement that are granted AD access.¹¹

5. Resource consideration: Assign dedicated staff or request additional personnel/funding to support reconciliation activities, as these controls are labor-intensive and require ongoing monitoring.¹²

Observation

It is recognized that not all assets are expected to appear in both Tivoli and Intune. Some TSD-procured assets may be deployed without Active Directory (AD) access, resulting in Tivoli entries without corresponding Intune records. Conversely, certain department-purchased assets outside of TSD's procurement process may be granted AD access, resulting in Intune records without Tivoli entries. However, the absence of these exceptions in current SOPs creates ambiguity. Without clear guidance, reconciliations cannot be performed consistently or meaningfully, which undermines accountability for deployed assets.

Objective 2: Assess whether Tivoli accurately reflects deployed laptops and desktops by comparing Tivoli "deployed" records with Microsoft Intune assignment data.

The audit team used **IDEA 12.2** to perform electronic analysis of Tivoli asset data for all sixteen purchase orders (POs) issued during the audit period. Records were filtered by PO number to isolate relevant assets, and a virtual date field was created in IDEA to standardize and test acquisition dates for timeliness. Completeness testing compared the total number of laptops and desktops recorded in Tivoli against the quantities and values listed on the corresponding POs. Timeliness testing evaluated whether Tivoli "DATEACQUIRED" values occurred within thirty days of the PO order date, reflecting generally accepted expectations for prompt asset recording.

The criteria for this testing were derived from both internal and external sources. Internally, the **TSD Asset Inventory SOP** requires that assets be properly tagged, recorded, and tracked to ensure the accuracy of inventory data. Externally, the **GAO Green Book** establishes that management must design control activities to ensure that transactions and events are promptly and accurately recorded, while the **IIA IPPF** (Standard 2130 – Control) requires that internal controls safeguard assets and ensure the reliability of operational information.^{13, 14, 15}

Finding 2

Testing compared laptop and desktop quantities procured through all sixteen POs in the audit period against Tivoli records. The 16 POs reflected 767 laptops/desktops ordered with a total value of \$689,020.04. Tivoli contained 832 records tied to these POs; however, once filtered to laptops/desktops only, the Tivoli population

decreased to 743 assets. This revealed 24 missing laptops/desktops, representing a shortfall of 3.1% of the ordered population, valued at \$31,718.08.

For timeliness, the audit intended to test whether devices were entered into Tivoli within 30 days of procurement, consistent with generally accepted asset management practices.^{16, 17} However, analysis showed many Tivoli "DATEACQUIRED" values preceded the associated PO order date (e.g., 720 of 832 tied to PO 663059-23). When raised with TSD, no explanation could be provided for this inconsistency. As a result, timeliness testing could not be validated, and Tivoli cannot be relied upon to demonstrate when assets were actually received or recorded.

The condition identified in this objective resulted primarily from the absence of a defined timeframe for recording newly acquired assets and the lack of independent receiving documentation that could validate when assets were received or entered into Tivoli.

Without clear procedural requirements linking procurement and inventory functions, TSD relies solely on Tivoli data as the record of receipt, which weakens verification controls and prevents confirmation of timely entry. As a result, inventory data in Tivoli cannot be independently validated, increasing the risk of delayed or inaccurate asset recording and reducing confidence in the completeness of the City's IT asset records.

Recommendation 2

1. Reconcile procurement to inventory: Update SOPs to require that all laptops and desktops procured through purchase orders be reconciled against Tivoli entries, with discrepancies documented and resolved.¹⁸
2. Establish timeliness standards: Define in policy a maximum timeframe (e.g., 30 days) for recording newly procured assets in Tivoli and assign accountability for monitoring compliance.¹⁹
3. Require independent receiving documentation: Ensure that procurement and receiving functions maintain documentation of asset delivery (e.g., packing slips or ERP receiving entries) that can be independently reconciled to Tivoli records.²⁰
4. Enhance data validation controls: Implement routine monitoring and exception reporting to identify anomalies in Tivoli data (e.g., assets recorded before PO dates, missing or duplicate entries). The specific mechanism can be determined by TSD based on available systems and resources.²¹

5. Resource consideration: Evaluate whether additional staff or system support is needed to carry out reconciliation, monitoring, and timely entry responsibilities effectively.²²

Conclusion

Overall, testing concluded that the Technology Solutions Department (TSD) is not fully in compliance with best practices for IT asset management and reconciliation. For Objective 1, controls over deployed asset accuracy were found to be ineffective. Significant discrepancies between Tivoli and Microsoft Intune indicate that deployed devices are not being consistently or accurately reconciled, preventing Tivoli from serving as a complete and reliable record of deployed assets.

For Objective 2, while most assets procured during the audit period were recorded in Tivoli (96.9%), missing assets demonstrate weaknesses in completeness controls. Additionally, controls over timeliness are ineffective, as Tivoli's data could not provide reliable evidence of when assets were entered into inventory. Taken together, these conditions increase the risk of inaccurate reporting, incomplete inventory, and unaccounted-for City assets.

During the exit meeting, TSD demonstrated that it has already begun taking steps to improve the management and governance of asset inventory data in Tivoli. The department indicated that, since the initiation of this audit, efforts have been made to better map, reconcile, and validate device records. When presented with the audit's results, TSD noted that certain figures, particularly secondary matches in Tivoli-only assets, differed from its internal findings due to legacy data that had not been properly aligned or managed within Tivoli before recent corrective actions.

While these data-reconciliation efforts are a positive development, the conclusions of this audit remain unchanged. The data analyzed by the Office of Inspector General reflected the system of record as it existed during the audit period and, therefore, accurately represents the conditions at that time.

Implementation of the recommendations in this report, combined with TSD's ongoing remediation initiatives, will strengthen asset-accountability controls, enhance data integrity across systems, and increase confidence in the reliability of Tivoli as the City's enterprise asset-management system. The Office of Inspector General recognizes and commends TSD's continued commitment to improving governance over IT asset inventory data.

Management's Response

On November 5, 2025, the Technology Solutions Department was provided a copy of the audit and given an opportunity to respond on or before November 17, 2025.

The Technology Solutions Department:

- ☐ Acknowledged with no Response
- ☒ Acknowledged with Response (see attached)

Endnotes

¹ Technology Solutions Department. (2023). *Annual Property Inventory Standard Operating Procedure (SOP)*. Jacksonville, FL: City of Jacksonville. See sections "Annual Inventory Reconciliation" and "Verification of Property-Tagged Assets."

² Technology Solutions Department. (2023). *Asset Management Standard Operating Procedure (SOP)*. Jacksonville, FL: City of Jacksonville. See sections "Property Tagging," "Transfers," and "Surplus Procedures."

³ U.S. Government Accountability Office. (2014). *Standards for Internal Control in the Federal Government (GAO-14-704G)*. Washington, D.C.: U.S. Government Printing Office. Principle 10 – Design Control Activities.

⁴ The Institute of Internal Auditors. (2017). *International Professional Practices Framework (IPPF): Standards and Guidance*. Altamonte Springs, FL: The IIA. Standard 2130 – Control.

⁵ Joint Task Force Transformation Initiative, NIST. (Rev. 4). *Security and Privacy Controls for Federal Information Systems and Organizations*, CM-8: Information System Component Inventory. National Institute of Standards and Technology. See section "Control Statement" and "Supplemental Guidance."

⁶ Axelos. (2011). *ITIL Service Transition* (Best Management Practice portfolio). The Stationery Office. See section 4.3.4.3, "Verification and Audit."

⁷ The Institute of Internal Auditors (IIA). (2017). *International Professional Practices Framework (IPPF): Standards and Guidance*. Altamonte Springs, FL. Attribute Standard 2130 – Control.

⁸ U.S. Government Accountability Office. (2014). *Standards for Internal Control in the Federal Government (GAO-14-704G)*. Washington, D.C. Principle 10: Design Control Activities; see section "Overview – Components and Principles" and Principle 10 attributes. pp. 20-21.

⁹ ISACA. (2018). *COBIT 2019 Framework: Governance and Management Objectives*. Rolling Meadows, IL: ISACA. See BAI09.02 "Maintain and control the asset repository."

¹⁰ International Organization for Standardization. (2017). *ISO/IEC 19770-1:2017 Information technology – IT asset management – Part 1: IT asset management systems – Requirements*. Geneva: ISO. Section 8.1.3, "Inventory data and automated discovery."

¹¹ U.S. GAO. (2014). *Standards for Internal Control in the Federal Government (GAO-14-704G)*. Principle 10: Design Control Activities; see attributes and documentation requirements.

¹² U.S. GAO. (2014). *Standards for Internal Control in the Federal Government*. Principle 10 and principle(s) related to resource sufficiency; see section "Principle 10 – Design Control Activities" and the resource/staffing considerations in application guidance.

¹³ Technology Solutions Department. (2023). *Asset Inventory Standard Operating Procedure (SOP)*. Jacksonville, FL: City of Jacksonville. Sections: "Property Tagging" and "Inventory Accuracy."

¹⁴ U.S. Government Accountability Office. (2014). *Standards for Internal Control in the Federal Government (GAO-14-704G)*. Washington, D.C.: U.S. Government Printing Office. Principle 10 – Design Control Activities.

¹⁵ The Institute of Internal Auditors. (2017). *International Professional Practices Framework (IPPF): Standards and Guidance*. Altamonte Springs, FL: The IIA. Standard 2130 – Control.

¹⁶ The Institute of Internal Auditors. (2017). *International Professional Practices Framework (IPPF): Standards and Guidance*. Altamonte Springs, FL: The IIA. Standard 2130 – Control.

¹⁷ U.S. Government Accountability Office. (2014). *Standards for Internal Control in the Federal Government (GAO-14-704G)*. Washington, D.C.: U.S. Government Printing Office. Principle 10 – Design Control Activities.

¹⁸ The Institute of Internal Auditors. (2017). *International Professional Practices Framework (IPPF): Standards and Guidance*. Altamonte Springs, FL. Standard 2130 – Control. U.S. Government Accountability Office. (2014). *Standards for Internal Control in the Federal Government (GAO-14-704G)*. Washington, D.C. Principle 10 – Design Control Activities.

¹⁹ U.S. Government Accountability Office. (2018). *Government Auditing Standards* (GAO-18-568G, 2018 Revision). Washington, D.C. para. 8.39. International Organization for Standardization. (2017). *ISO/IEC 19770-1:2017 Information technology – IT asset management – Part 1: IT asset management systems – Requirements*. Geneva: ISO. Section 8.1.3.

²⁰ Joint Task Force Transformation Initiative. (2020). *NIST Special Publication 800-53, Revision 5: Security and Privacy Controls for Information Systems and Organizations*. Gaithersburg, MD: National Institute of Standards and Technology. CM-8.

²¹ ISACA. (2018). *COBIT 2019 Framework: Governance and Management Objectives*. Rolling Meadows, IL: ISACA. See BAI09.02 "Maintain and control the asset repository."

²² The Institute of Internal Auditors. (2017). *International Professional Practices Framework (IPPF): Standards and Guidance*. Altamonte Springs, FL. Standard 2030 – Resource Management.



A NEW DAY.

City of Jacksonville, Florida

Donna Deegan, Mayor

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MEMORANDUM

TO: Matthew Lascell, Inspector General

FROM: Wanyonyi Kendrick, CIO/Director of Technology Solutions Dept.

SUBJECT: IT Asset Inventory Control Audit 2025-000037 Management Response

DATE: November 13, 2025

The Office of Inspector General recognized that the City of Jacksonville had already identified the need to revamp the system and has initiated corrective action prior to the completion of the audit. This acknowledgment highlights the City's proactive approach and commitment to continuous improvement in strengthening operational processes and accountability.

Background

The City of Jacksonville Office of Inspector General (OIG) has conducted a thorough review and assessment of the City of Jacksonville Technology Solutions Department (TSD) workstation asset control policies and procedures, as well as the current asset control tools in use. The OIG team has issued two overall findings. This document is intended as a response to those findings to provide clarification where relevant, and outline an action plan to address them.

Responses to Findings

Finding 1

The bulk of these discrepancies reflect long standing issues with the inventory process prior to 2024. Deficiencies have been found in the asset inventory processes. We believe that this finding is driven primarily by those deficiencies.

Finding 2

Some records in Tivoli show misaligned “DATEACQUIRED” fields, occasionally predating the associated purchase orders. While TSD maintains records for most IT assets acquired over the past three years, our review found that the supplier previously provided only paper copies of serial numbers with packing lists. These were the sole link between devices and their POs, and in many cases, that data was not accurately entered into Tivoli.

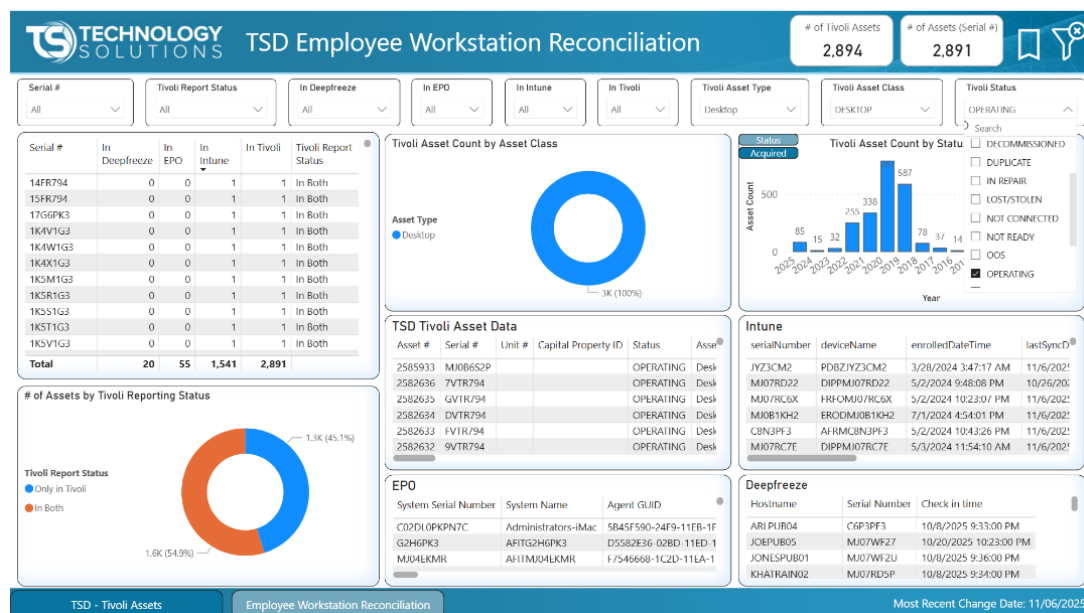
Responses to Remediation Action Items

TSD has taken a number of steps towards remediating these findings which align with the OIG’s recommendations. This effort will be multi- phased and require participation from all city departments. The OIG’s recommendations are listed below, followed by the efforts TSD has taken towards that recommendation so far.

Recommendations for Finding 1

1. Implement regular reconciliations: Require quarterly reconciliation between Tivoli and Intune, with documented review and resolution of discrepancies.

A PowerBI dashboard has been created which compares live data between Tivoli and the Intune endpoint management solution to ensure that all workstations on the network are captured in Tivoli, and all Operating status workstations in Tivoli are reporting in on the network. This will be used as a tool to review on a quarterly basis.



2. Define the system of record: Formally designate Tivoli as the official system of record for asset inventory and clarify Intune's role as an endpoint management tool in the standard operating procedures. Align data entry, retention, and reconciliation procedures accordingly.

Tivoli will be designated as the system of record in the IT Asset Management Policy, which will be published by our Policy Review Board by December 31, 2025. This document will be the authoritative policy for how IT asset management will work throughout the City of Jacksonville.

3. Enhance automation: Explore automated interfaces or scripts that synchronize deployment status between Tivoli and Intune to reduce reliance on manual updates.

A robust, structured process has been developed to keep these systems in sync. A manual import has taken place to update Tivoli with 1005 devices which were reporting in Intune, but which did not have a Tivoli record. This ensures that all devices onboarded to our management tools on the network are accounted for in Tivoli. The supplier for workstations for the city is now forwarding digital copies of packing slips in a structured format. This data will be used to build automation to automatically enter devices into our asset tracking database.

4. Strengthen SOPs: Update the Asset Inventory SOP to require periodic reconciliation between Tivoli and Intune for all assets with Active Directory (AD) access, while also defining responsibilities for investigating and resolving discrepancies. The SOP should further describe acceptable exceptions, such as (1) assets procured by TSD but not granted AD access, and (2) assets purchased by departments outside of TSD procurement that are granted AD access.

An updated IT Asset Management Policy along with relevant SOPs will be published by December 1, 2025. These SOPs will outline the processes and all necessary actors with their responsibilities within those processes, to include reconciliation processes, investigation processes, exceptions, and assets not managed by TSD.

5. Resource consideration: Assign dedicated staff or request additional personnel/funding to support reconciliation activities, as these controls are labor-intensive and require ongoing monitoring.

To support this initiative, several resources have already been partially dedicated. While no new positions are currently projected, future staffing needs will be evaluated as the asset management program continues to evolve and present job descriptions will be updated where necessary.

Recommendations For Finding 2

1. Reconcile procurement to inventory: Update SOPs to require that all laptops and desktops procured through purchase orders be reconciled against Tivoli entries, with discrepancies documented and resolved.

The inventory control SOP will include a directive that all workstations will be brought into Tivoli, either via an automated solution, or via a manual process while that solution is developed. This SOP will be published along with the Asset Management Policy on December 31, 2025. A monthly reconciliation process will catch any records that may have been missed and investigate the reasons why.

2. Establish timeliness standards: Define in policy a maximum timeframe (e.g., 30 days) for recording newly procured assets in Tivoli and assign accountability for monitoring compliance.

The inventory control SOP being published on December 31, 2025, will require that all new assets will be recorded into Tivoli within 30 days of receipt.

3. Require independent receiving documentation: Ensure that procurement and receiving functions maintain documentation of asset delivery (e.g., packing slips or ERP receiving entries) that can be independently reconciled to Tivoli records.

The supplier has begun providing digital packing slips in a structured data format. These digital slips will be retained and used for verification during the receiving process, automated import of asset data, reconciliation, and investigations to ensure all systems remain in sync.

4. Enhance data validation controls: Implement routine monitoring and exception reporting to identify anomalies in Tivoli data (e.g., assets recorded before PO dates, missing or duplicate entries). The specific mechanism can be determined by TSD based on available systems and resources.

The IT asset inventory dashboard will be the main tool used for data validation. A process will be initiated to find unaccounted for workstations so that their inventory data can be populated correctly into Tivoli.

5. Resource consideration: Evaluate whether additional staff or system support is needed to carry out reconciliation, monitoring, and timely entry responsibilities effectively.

To support this initiative, several resources have already been partially dedicated. While no new positions are currently projected, future staffing needs will be evaluated as the asset management program continues to evolve and present job descriptions will be updated where necessary.

cc: David Johnston