

DIGITAL EQUIPMENT AND SOFTWARE SYSTEMS

I. PURPOSE:

The following guideline establishes policies and procedures for the justification, selection and utilization of digital equipment and software systems. Specific objectives include:

- A. Assignment of organizational responsibility for providing support services to City technology users.
- B. Defining the acceptable use of equipment and software purchased by City Personnel.

II. BACKGROUND:

The Information Technology Department currently provides technological support for all City Departments. This includes hardware, software and support of in-house and external based systems.

III. PROCEDURES AND RESPONSIBILITIES:

A. Acquisition:

1. It is the responsibility of end users to justify the acquisition of digital equipment and related software systems to the satisfaction of the respective Department Directors.
2. Planning in support of requests for digital equipment and software systems will include training, work space, applications and maintenance requirements, and is to be done in conjunction with the Information Technology Department.
3. The Information Technology Department will be responsible for obtaining quotes for desired hardware and standard software, loading of operating system and needed software, installation, repair and trouble shooting of PCs, printers and other peripherals. Requests for quotes are to be submitted via the Information Technology Helpdesk by a member of the requesting department who is on the Authorization List located on LRNET. It is the Department Director's responsibility to keep that list up to date.
4. Quotes are obtained from vetted vendors for hardware and software. The entry of the requisition is the responsibility of the Department.

- B. Training: It is the user Department's responsibility to ensure that a minimum of two (2) employees are fully capable of operating the equipment or application. Thus, it will be necessary for the user Department to develop a training protocol to be followed in the event of personnel turnover. This training plan should be in place prior to the purchase.
- C. Documentation: User Departments shall maintain documentation to include software descriptive literature, application manuals, operating instructions and sample output. Refer to Disaster Recovery Plan Policy.
- D. Use of Digital Equipment Hardware and Software: Digital Equipment acquired using City funds may be operated only to perform business functions on behalf of the City. Utilization of the equipment for personal programs or games is prohibited. Except for City use, no hardware or licensed software shall be removed from City premises, nor may software be copied for use at a location outside of the City Government without Department Director approval. Department Directors shall ensure strict adherence to software licensing agreements.
- E. Technical Support: The Information Technology Department shall have the responsibility for maintaining the hardware following the warranty period. At the Information Technology Department's option, such repair services may be contracted from outside sources. However, it shall be the general policy that such maintenance will be provided by City Personnel. It shall be the responsibility of the user Department to register all hardware and software with vendors and to obtain all software updates. The user Department shall maintain all maintenance costs for their respective hardware and software.

Approved:



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