

CITY-WIDE NETWORKS

I. PURPOSE:

The following guideline establishes policies and procedures for the planning, design, acquisition, operation and maintenance of the computer network systems for the City of Little Rock.

II. BACKGROUND:

The Information Technology Department established a Network Division in 1996 to install a network backbone for e-mail, Internet, file transfer, application connectivity, etc., among all City Departments. This network was designed to provide a standard configuration for all users and to allow access through a single path protected by a firewall server. In addition, the network was designed to meet the requirements of outside auditing agencies for both financial and public safety applications. The overall plan is to provide the most secure network possible in serving the needs of the City.

III. RESPONSIBILITY:

The City-wide responsibility for computer network planning, design, acquisition, operation and maintenance rests with the Information Technology Department Network Division.

IV. POLICY:

Departments needing computer network planning, design, assistance in preparation of bid specifications, connectivity requests or operational resolution should coordinate all activities through the Information Technology Department. Under no circumstances should any PCs, servers, printers, modems or other devices be attached to the network by personnel other than Information Technology Department Staff. Neither should any configuration be done by anyone other than authorized Information Technology Department Staff.

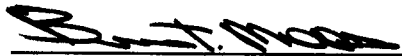
V. PROCEDURE:

- A. Planning, Network Design and Specifications: The requesting Department should contact the Information Technology Department Network Security Manager with specific needs relating to these areas. Complex issues may

require meetings with Information Technology Department Personnel and the requesting Department. Funding for network projects should be resolved between the authorized requesting personnel and the Network Security Manager.

- B. Network Connectivity: The Information Technology Department is the authorized Department for all network connectivity. For connections, the requesting Department Director should send a memorandum to either the Information Technology Department Director or the Network Security Manager indicating which employees should be added and whether they are authorized for e-mail and/or Internet connectivity. For any other configuration modifications, the Network Security Manager should be contacted directly.
- C. Operational or Maintenance Problems: Network downtime, slow response, e-mail or Internet problems should be reported to the Network Security Manager.

Approved:



Bruce T. Moore
City Manager