

DOTComm Oversight Committee Policy

Enterprise Desktop and Mobile Computing Hardware Policy

Service Owner: DOTComm Desktop Support

Effective Date:

Review Schedule: Annual

Last Review Date:

Last Revision Date:

Approved by: DOT.Comm Oversight Committee

Purpose

Pursuant to the duties and responsibilities outlined in the Interlocal Agreement and to demonstrate the commitment of DOTComm to administer desktop and mobile computing hardware as a valuable asset; to provide purchasing guidance through consulting for supported computing devices and peripherals and to maximize purchasing power and improve management of these assets.

Policy

DOTComm is committed to procuring, installing and managing hardware assets for the maximum benefit of the enterprise. Workstations, desktop, and laptop computer systems should follow a defined hardware refresh cycle based on appropriate budget considerations.

DOTComm, designated department personnel or authorized vendors are permitted to install and administer to desktops, laptops, tablets and mobile phones.

It is intended that DOTComm, designated department personnel or authorized vendors shall conform to the process identified in this policy to facilitate the procurement and administration of the IT Asset.

Warranty service will be acquired for each system purchased to cover the agreed upon life cycle or a period dictated by the manufacturer.

DOTComm will be the office of responsibility for consolidation and execution of purchases of IT Assets. DOTComm will prepare quotes for all items to be purchased agreed to by the appropriate department official; DOTComm, designated department personnel or authorized vendors will order the IT Assets from selected vendors.

Equipment purchases coordinated through and received by DOTComm shall be labeled with an ID tag indicating that it is supported by DOTComm and is assumed to be DOTComm property for management purposes. Any computing resource equipment that is not tagged shall be reported to the DOTComm Service Desk for purposes of tagging and inventorying the

equipment.

Only DOTComm, designated department personnel or authorized vendors are permitted to facilitate modification to the hardware configuration.

- Access to the internal chassis of a computing resource is not permitted. The addition or removal of parts or components from the IT Asset is not permitted.

Mobile Computing All policies apply to the use of IT assets outside the office. It is the employee's responsibility to use reasonable precautions to protect the asset from theft or unauthorized access.

In the event an IT Asset is lost or stolen, you are required to perform the following:

- o Call the DOTComm Service Desk and inform them of the loss.
- o Contact the local law enforcement agency and receive a crime report case number. Relay the incident number to DOTComm Service Desk.
- o Report the incident to your supervisor.

Repair and Replacement: IT Assets are placed in the care of the departments. The department is responsible for the IT Assets which includes the duty to fund the maintenance of the asset or accept the liability to replace the unit if it becomes damaged or inoperable under any circumstance. Not carrying maintenance for the life cycle of the device will exclude the device from all Service Level Agreements, see Exceptions and Exclusions.

Exceptions and Exclusions to this policy are made on a case by case basis based on the best decisions for the enterprise and the client's business operations. All exceptions and exclusions from this policy are made through a joint agreement of the City and County Information Technology Coordinators, (ITCs) and DOTComm Chief Information Officer, (CIO). Those excluded devices will not be eligible for any Service Level Agreements including service requests, projects and issue resolution. Also, items in the exclusion list will not be eligible for escalation in priority for acquisition, repair or installation.

Best effort to restore the affected unit to normal operating parameters will be provided. See exclusion rider for systems which are excluded from Service Level Agreements.

IT Assets considered critical to a departments operation is not eligible for the exemption and exclusion process and maintenance must be active.

Personally Owned Hardware Users shall not install, or use personally-owned hardware on the enterprise network. Users with specialized user owned hardware requiring access to the Enterprise Network shall follow the DOTComm Service Desk request process to obtain approval for the hardware.

Hardware Inventory and Periodic

DOTComm Desktop Support shall conduct routine inventory activities to validate and account for all Enterprise Desktop and Mobile hardware assets.

Reviews

Hardware Evaluation and Testing Prior to obtaining a hardware product, an evaluation may be conducted to determine the viability of using the hardware in the enterprise infrastructure.

Process DOTComm Computing Acquisition Process

Authorization

- Interlocal Agreement
- City of Omaha: City Personnel Policy #32 – Computer and Network Use – Employee Rights and Privileges
- Douglas County Civil Service Commission – Personnel Policy Manual – Article 21: Internet, Computer, and Software Usage
- DOT.Comm – Computer and Network Use Policy
- DOTComm - Enterprise Computing Software Policy

Glossary

DOTComm: Douglas Omaha Technology Commission

Designated Department Personnel - People within the departments who have been granted administrative access to Network Devices for the purpose of installing, removing or updating software.

IT Asset, Hardware, or Computing Device - any Enterprise owned device or virtual device that is used to electronically store, process or manipulate data.

Desktop: Desktop computer systems (personal computers) are relatively small in physical size and are typically used by one person at a time. They are usually general-purpose systems.

Workstation: Workstations are more powerful and faster than most desktop computers and are typically used for graphics, scientific computing, computer aided design, computer aided engineering, and other applications requiring high performance and memory. Workstations are often dedicated to specific tasks, but in some cases may be used for more general office tasks.

Laptop: Laptops are portable desktop configurations. They usually weigh less than eight pounds and are most often powered by a rechargeable battery. They can be connected to a docking station to use a larger monitor and other peripherals.

Tablet: A mobile computer with display, circuitry and battery in a single unit. Tablets are equipped with sensors, including cameras, microphone, accelerometer and touch screen, with finger or stylus gestures replacing computer mouse and keyboard.

Custom Computing Technology: This is specific to the defined and documented needs of the user. It may include complete systems or a component that may need to be added to an existing system(s). A custom solution will typically require special hardware, hardware configurations or software support.

Virtual Computing: Computing technology that uses remote processing with local data display and user device peripherals.