

County of Cumberland Board of Chosen Freeholders	Policy Number: 4.24	Pages: 1 of 6
Chapter: General Procedures		Effective Date: December 17, 2019
Subject: Computer Hardware and Software Support Policy		

I. Policy

This policy places responsibility for implementation of LAN-based personal computers with the users. They have control and authority over the selection of software and hardware to the extent that it does not conflict with other users requirements on the local area network. However, users must still show that the hardware or application is justified in terms of business needs, technical merit, and cost effectiveness. The system must be consistent with The County of Cumberland's office system architecture, and compatible with the LAN operating environment.

Support is available from DoIT to help users develop their personal computer applications. Contact the DoIT for more information.

II. Purpose

This document describes the policies and procedures used by the County of Cumberland Department of Information Technology (DoIT) to manage local area networks (LAN's) and individual computers. The policy attempts to maintain a balance between autonomy of the users and central management of the local area network. Through this policy, The County of Cumberland intends to achieve the productivity benefits of personal computers without threatening the integrity of the shared environment, or creating duplication, inefficiency and waste.

The County of Cumberland wants to encourage employees to use the local area network as a tool for performing their assigned duties. This policy gives users the opportunity to acquire LAN-based personal computers and develop applications independently.

A major objective of this policy is consistency with The County of Cumberland's existing policies, procedures, and practices. However, if there is a conflict, the policies in this document take precedence over other general policies. DoIT is responsible for the administration of the policy. DoIT answers LAN operational questions for users, installs LAN-based hardware and software, and manages LAN-based hardware and software maintenance. It maintains a list of standard hardware and software product configurations and recommends those configurations to users. It provides technical advice, assistance and maintenance for all LAN-based products on the standards list. DoIT acts as liaison between users and vendors.

Users are fully responsible for the development of their LAN-based personal computer applications. Users perform the design, implementation, and operation of applications. Users are responsible for the accuracy, quality and security of applications. DoIT assists users to perform such tasks. However, DoIT is not responsible for the applications.

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DoIT is responsible for the physical maintenance of all LAN file servers and related shared equipment. DoIT performs installation, maintenance and upgrade of all software residing on the file servers, communications servers, etc. DoIT is responsible for LAN operating system software and file server backups. DoIT will provide users with initial LAN logins and passwords. It is the individual user's responsibility to maintain and safeguard their LAN password.

The policy for acquisition of LAN-based personal computers is comparable to the policy for office equipment. Generally, the user must demonstrate that the proposed system is a technically feasible and cost effective approach for meeting legitimate business needs, and that the need is better-served with a personal computer.

It is the individual user's responsibility to maintain the security and integrity of the shared environment by preventing unauthorized access to his/her LAN-attached computer. Any LAN-based computer with external storage is required by the County of Cumberland to be running antivirus software at all times to prevent infection of the shared environment. All LAN-attached personal computers will also be subject to the policies set forth in the County of Cumberland Computer Access Rules of Behavior and Acceptable Use Policy.

III. Acquiring LAN- Based Personal Computer Hardware and Software

The user must consult with the DoIT before ordering LAN-based hardware and software to determine suitability to the shared environment. All software installed on a County of Cumberland computer shall be obtained through legal license and is the property of the County of Cumberland.

IV. Registration of Hardware and Software

- A. The warranty registration cards or license agreements for standard county applications are completed by DoIT and returned to the appropriate vendors.
- B. DoIT maintains a current and complete registry of all LAN-based hardware and software processed by DoIT. The registry contains a complete description of each piece of LAN equipment including the name of the person responsible for that machine and its location. DoIT is responsible for proving that all shared software packages installed on the file servers and related shared LAN equipment are authorized copies. The personnel department is responsible for making DoIT aware of employee changes so user accounts can be updated and deleted as necessary.

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- C. Proof of license must be provided by the user before a single-user software package will be installed on any file server or standalone personal computer.
- D. Each user is responsible for proving that all software packages loaded on the local hard drive of their personal computer are legal, authorized copies. The County of Cumberland fully supports the United States copyright laws, and will not be held responsible for the violation of these laws by individual employees.

V. Hardware and Software Installation and Maintenance

- A. DoIT is responsible for receipt, assembly, and installation of all computer hardware and software products. All computer products shall be sent to data processing for standard software setup and installation.
- B. Users are not to install software on the shared LAN hard drives without prior permission from the DoIT. All software will be virus-scanned before installation on any file server.
- C. DoIT is responsible for the installation and maintenance of all network cabling.
- D. DoIT does not repair printers but does have a list of the local vendors that can do the repairs. Printer repairs are performed on an as-needed basis.

VI. Computer Help Procedures

- A. When a LAN-based hardware or software component fails to perform correctly, users should contact their supervisor and report the problem. Several departments have people within their own department who can resolve a majority of computer issues.
- B. If the problem requires the assistance of DoIT, the supervisor will utilize the Computer Help Desk Request via the Intranet. DoIT will attempt to determine the cause and severity of the problem and schedule a time to correct it.
- C. DoIT will replace all hardware with replacement hardware from stock, if possible. A limited number of loaner computers are available in the event repair cannot be completed within several working days.
- D. Non-emergencies will be corrected in a timely fashion on a first come, first served basis. Problems caused by users' nonconformance with the policies in this document will not constitute an emergency.

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VII. Emergencies

Emergencies are loosely defined as critical problems that immediately effect large numbers of people. For example, if the finance system isn't working properly hundreds of county employees and vendors are effected.

Emergencies take precedence over standard upgrades and scheduled installations. Network related emergencies take precedence over individual PC emergencies because of the number of people effected by the problems.

VIII. Support of Standard Products

- A. DoIT maintains a list of standard vendor products that are recommended for use by The County of Cumberland on a local area network. All standard products receive full support from DoIT. DoIT will consider new products for inclusion in the list. Users are welcome to suggest additions to the standard product list.
- B. Users should select from the standard product lists whenever possible. These products are bought in quantity by the County of Cumberland and usually at a substantial discount over individually purchased software. If the required functions are not performed by any product on the lists, users may request nonstandard products. However, such products will only be purchased if they do not conflict with the existing shared environment.
- C. Nonstandard products are not supported as thoroughly as standard products. DoIT attempts to provide limited user assistance, but does not guarantee the availability or accuracy of technical assistance. User training for nonstandard products should be discussed with the department head.

IX. Copyrights and License Agreements

DoIT is responsible for observing all copyrights and managing all license agreements for LAN-based software. It is illegal for users to copy LAN-licensed software for their own personal use. Such copying will be viewed in the same light as theft of County of Cumberland property. If anyone is observed making unlawful copies of LAN- based software or documentation, he/she should be reported to the manager of DoIT. Software licensed for single-use will not be shared by users on the local area network. If a network license is available, each user must have the required node license.

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Users are responsible for observing all copyrights and license agreements for the single-user software they request to be placed on the LAN file server, and on software installed on LAN-attached personal computer with a hard drive.

X. Incidental use of Cumberland County Information Assets

The user is responsible for security of two valuable resources in the local area network: their personal computer and the information it accesses. The machine must be protected from theft, damage, destruction, misuse and tampering. The data and applications accessed by the machine must be protected from unauthorized or accidental modifications, destruction, virus invasion, access or disclosure.

Users shall provide adequate physical security controls to prevent theft, damage, destruction, misuse, virus invasion, or tampering. In most cases, locating the personal computer in a room that is locked when the computer is not in use will provide sufficient security.

Users are responsible for keeping their LAN and application login codes safe and unavailable to others. Users should not leave their LAN-based personal computers logged-on and unsupervised: it is advised that users exit all applications and logoff the local area network at lunch time and when the equipment will be left unsupervised for any length of time.

DoIT is responsible for the security and protection of the file server and all related shared equipment.

LAN-attached personal computers with hard drives are subject to the policies and procedures set forth in the Personal Computer Policy Summary in addition to the policies described in this summary. It is vital that the individual user review and follow recommended personal computer backup procedures.

XI. Supplies/ User Groups and Surplus of Hardware/Software

- A. The County of Cumberland encourages users to form user groups and participate in group activities related to personal computers. User group membership is strongly encouraged.
- B. When an office no longer needs equipment, it should be returned to DoIT. Additionally, all software and documentation (including proof of license) should be returned.

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C. Consumable supplies including printer ribbons and cartridges, paper, printer and CRT cleaning kits, etc. are obtained by the users.

XII. Scope and Applicability

The long-range objective of DoIT is to insure that all hardware and software will become an integral part of the overall computer/information resource. By definition, this implies that there be hardware and software compatibility. It also implies that the ability exists to integrate currently or at some future date into the information resources.

In an effort to reduce duplication, waste, inefficiencies, etc., DoIT will provide the following:

- Evaluate hardware and software for specific needs/uses
- Provide operating procedures and backup services for the shared environment
- Provide training on the use of hardware and associated operations software
- Provide assistance in maintenance procedures for repairs

DoIT physically cannot support all the hardware/software that is available today. For information regarding what computer hardware and software is currently supported, please contact DoIT.