CONTRA COSTA
WATER DISTRICT

ADMINISTRATIVE PROCEDURE

SUBJECT: DISTRICT COMPUTERS, TABLETS	Number I-4	Effective Date: Issued: 10/22/92 Revised: 11/01/16	Page 1 of 6

PURPOSE:

The purpose of the District's computer use procedure is to allow the District to obtain the maximum benefit possible from its computers. This is done by providing the framework for acquiring, replacing, and supporting computer tools.

This administrative procedure applies to all hardware and software used by employees.

POLICY:

The Board of Directors has affirmed the importance of managing the District's computer resources efficiently and effectively. The Board has recognized the need for standardization of computer equipment and development of guidelines to be used in acquiring and managing computer resources.

PROCEDURE:

1.   Personal Use

The use of District computers, software, and related equipment is for District business purposes only. Incidental personal use of computers, software and related equipment is permitted as long as such use is directly related to employee well-being. Those violating this policy will be subject to appropriate disciplinary action.

2.   Hardware Standards

a. The standard computer for the District will provide the performance and capabilities needed by District users to accomplish their assigned tasks. The selection as to the type of computer and monitor will be determined by the Information Systems (IS) Manager, based on each user's specific needs.

b. In those limited situations where the standard computer does not provide the needed capabilities, a more appropriate compute device may be recommended. The IS Manager will review the special needs of the user and recommend the best solution

to meet those needs. The recommendation will then go to the Assistant General Manager for approval.

3.   Software Standards

a.   In order to facilitate the sharing of information throughout the District, a Standard Software Package (SSP) will be installed on every District computer that is covered by this policy. The applications provided by this SSP are word processing, spreadsheet, electronic mail, time scheduling, virus protection, screen saver, and backup software. The IS Department will be responsible for adding new applications to the SSP as new District-wide needs are identified.

b.   The SSP will be used wherever possible to provide the majority of the standard software package. Documents that have been developed on other software packages will be converted to the SSP software. The IS staff will be available to assist users with any needed conversion. New releases of SSP software will be updated as determined appropriate by the IS Manager.

c.   See Section 8 for other non-standard software acquisition procedures.

4.   Network Access

Network access will be provided for all machines that meet the District's computer policy. This access allows users to share data, receive electronic mail and make maximum use of all printers available within the District's network. Network access will be managed by the IS Department.

5.   Scheduled Replacement Program

a.   All computer equipment has a useful life. Once the useful life of a piece of equipment has been reached, the cost of maintaining that piece of equipment frequently outweighs the performance obtained. At that point the IS Department will evaluate the piece of computer equipment and, if appropriate, recommend replacement. A change in the user's needs and/or requirements could also lead to replacement.

b.   When a piece of computer equipment reaches five (5) years of age a price/performance evaluation of that piece of equipment will be performed by the IS Department.

c.   Equipment that is replaced due to a change in user requirements will be evaluated and if determined appropriate, assigned to other locations within the District.

d. Computer equipment that has reached the end of its useful life at the District will be turned over to the Purchasing Department for disposal, following established District procedures.

6. <u>Acquisition Process</u>

a. To ensure that all computer equipment purchases are in accordance with this procedure, an "Information Systems Purchase Request" form (Exhibit A) must be completed. The procedure for completing the form and obtaining approval is:

   1) The requesting department must justify and provide budget data for their request for new computer equipment on the form.

   2) IS staff to insure that the request complies with this administrative procedure.

   3) Final approval for the purchase per the District's current Authority Matrix based on the total amount of the purchase.

7. <u>Training and Support</u>

a. The IS Help Desk will provide support and training for users who are in compliance with the computer hardware and software standards.

b. The IS Department should be contacted to determine if discounts for training classes given by local software retailers or self-paced training courses are available.

8. <u>Non-SSP Software</u>

a. In order to minimize problems and/or other difficulties with individual computers, network servers, and printing resources, and to maintain a reliable and virus-free computer environment, the following procedure must be followed by all who utilize District computer equipment:

   1) Public Domain, Shareware or Publicware programs (including unsolicited demos, "disinfectant" software, personal software or data and games) shall not be loaded onto any District computer.

   2) Software must <u>only</u> be loaded onto the computer for which it was purchased and no other computer, including an employee's home computer unless IS approves such installation after determining appropriate in order to accommodate District business and software licenses provide for such installation (e.g., Microsoft 365).

3) Periodically the IS Department will review all hard drives and servers for compliance with this section.

b. Requests to purchase software that is <u>not</u> part of the SSP must go to the IS Department, using the Information Systems Purchase Request form (Exhibit A). The IS Department will work with the Purchasing Officer to get the best price for the software. Upon delivery, the software will first go to the IS Department so that it may be added to the inventory list and checked for viruses. IS staff will then contact the requestor to schedule installation. Any questions about the software must be directed to the software vendor by the user.

c. Solicited demo and evaluation software must also be logged into inventory and checked for viruses by the IS Department as described in (b) above.

9. <u>Computer Management</u>

A comprehensive maintenance program is in place at the District to ensure that District computers and their attached peripherals are included under an on-site maintenance agreement. All maintenance will be scheduled and managed by the IS Department.

a. While the assignment of personnel to each computer within a department is under the control of that department, the IS Department must be advised of new or changed assignments and locations of computer equipment so that the District inventory and maintenance agreements remain current and accurate.

b. Annually, in conjunction with the Budget process, a survey of uses of computers will be conducted and reallocations recommended as appropriate by the IS Manager.

c. If a department finds it has surplus computer or computer-related equipment, or if it wants to exchange equipment with another department, the department must first notify the IS Manager. The IS Manager will determine where the equipment can best be used and, if appropriate, reassign it. Special care must be taken when reassigning equipment bought with Bond proceeds. The Finance Department is responsible for tracking all such activity.

d. The management of the Network System with its associated computers and equipment and non-departmental computers and supplies are the responsibility of the IS Department.

10. <u>User Group</u>

a. To assist in the smooth operation of the District's computer resources, an IS Steering Committee (ISSC) will meet periodically. The Committee will evaluate District hardware and software needs, assist with prioritization of projects, and coordinate

hardware and software efficiencies. Committee participants, objectives and other governing parameters are governed by a written document approved by the General Manager. The committee consists of representatives from each department. The committee members function as a conduit for computer-related information to and from their respective departments.

b. The committee meets at least quarterly.

RESPONSIBILITY:

1. It is the responsibility of each department to follow the provisions of this Administrative Procedure.

2. It is the responsibility of the IS Department to administer the provisions of this Administrative Procedure.

APPROVED:

Jerry Brown
General Manager

Attachment: Exhibit A. Information Systems Purchase Request Form