

INNOVATION AND TECHNOLOGY

2.1.6

F. PROCUREMENT OF SOFTWARE, HOSTED SERVICES & HARDWARE

PURPOSE

This policy will serve as a guide for Departments when considering the purchase of end user software, hardware and hosted services in order to ensure appropriate standards and the prudent expenditure of public funds. It should be noted that desktop computers, laptops and similar workstation tools are being standardized in order to streamline impacts to staff and budget resources.

POLICY

Hardware Standards

Purchase of any and all desktops, servers, or other hardware devices should be purchased by IT, unless it's in relation to a standalone system such as SCADA or Fitness testing equipment, etc.

Dual monitors can be requested by an employee and should be approved by a supervisor/manager. If request for inclusion in the DoIT budget prior to budget approval, DoIT will fund, purchase and install standardized Dell 22-inch matching monitors, or a comparable standards based on the specific circumstances. Requests received after the budget approval process will be funded on a case-by-case basis. Requests for monitors larger than 22 inches or that deviate in some other way from this standard are the responsibility of the requesting department to purchase. DoIT will install and provision with written approval by the department.

A standardized mobile device management software (MDM) is required to be installed on all mobile City-owned devices that connect to either the City's network, the City production WiFi network, or and individual City server. This policy applies to all devices other than desktop computers and specialized field hardware (i.e., meter readers, retro-reflectometers, etc.).

It is the policy of the Division of Innovation and Technology that no administrator level access/permissions will be issued to *any* user for *any* VPN/laptops/remote connections. Users should be aware of any special software installations that they will require when working remotely in advance and notify the Help Desk of such requirements.

- Users should verify availability of web conferencing software needs
- Remote connections through VPN generally do not allow for audio to play through the remote laptop
- Users should ensure they have the proper software installed prior to beginning to use the VPN laptop

Wireless networks shall be segmented between external guest and internal networks. Non-City devices shall not be connected to the City's internal network, including, but not limited to personal devices such as laptops, mobile devices, and USB drives

INNOVATION AND TECHNOLOGY**2.1.6****Software Standards**

Basic software support can be provided by Help Desk staff on general productivity software. Basic support is defined as support to use software as it was originally designed on systems maintained by IT. The occurrence of “bugs” or custom programming must be managed by the vendor or external resources.

- All software should be purchased by IT in order to effectively manage license keys and software.
- Setup, install and configure software applications and systems.
- Provide related training information.
- Make available all accompanying on-line or printed information and documentation.
- Provide a regular backup of data that resides on the City servers.

Advanced training on productivity software (Microsoft Office Suite, Adobe Photoshop, etc) is not included in the definition of Help Desk support at current staffing levels. It is recommended that staff seeking advanced learning opportunities on productivity software purchase or participate in formal training opportunities.

Hosted Software Standards (Place Holder)

General Procedure

1. When software or hardware is requested
 - The department that is requesting software or hardware for the use of their staff in performance of City work can submit a request to the Department of Innovation and Technology by filing out the attached Request for Software / Hardware form.
 - Concurrence from the employee’s supervisor will be required.
 - Requests will be addressed within 5 business days.
2. When reporting an IT issue
 - Please use Helpdesk@cityofredlands.org as this help facilitate better record keeping for our staff and prevents the need to “double enter” ticket information.
3. When a cell phone / tablet / laptop / Wi-Fi hotspot is requested
 - The employee who is requesting a City owned mobile device can submit a request in writing (email) to Helpdesk@cityofredlands.org with a carbon copy (cc) to his or her supervisor specifying the type of device and/or service requested along with a statement that the request has been approved by his or her supervisor.
 - Once Helpdesk receives the request, the department will be provided with an estimated cost.
 - Helpdesk can order the equipment and/or service once a short form with appropriate signatures and account numbers has been received by the requesting department.
 - Once the equipment is received and/or service is activated, the Helpdesk with provision the equipment and the employee/department will be notified that the equipment is ready for pickup.
 - Before picking up the equipment, a Device Acknowledgment Receipt must be completed and turned into the Helpdesk. The form can be found here: [J:\DoIT Forms](#)
 - Requests will be addressed within 2 business days. If urgent, requests will be addressed immediately.

FORMS: All forms related to this policy can be found here: [J:\DoIT Forms](#)