

# DEPARTMENT POLICY

<b>POLICY # 501</b>	<b>SUBJECT:</b> Desktop Computer Upgrades
<b>EFFECTIVE DATE:</b> August 26, 2003	<b>PAGE</b> 1 of 4
<b>AUTHORIZED SIGNATURE:</b> Signed by Cari DeSantis – Cabinet Secretary, DSCYF	

## DSCYF DESKTOP COMPUTER UPGRADE POLICY

### I. PURPOSE

The purpose of this policy is to ensure that the Department has sufficient desktop computer capacity to enable DSCYF staff to meet the Department's mission and goals. Desktop computers are an indispensable tool throughout DSCYF and play a pivotal role by enabling staff to complete their assignments using this technology. Therefore, reliable operation of desktop computers capable of supporting DSCYF's applications is essential to the completion of the Department's mission. The ever-increasing complexities driving telecommunications and electronic information resources force rapid changes in desktop computer and related technologies leading to short life-cycles for both equipment and applications. To ensure ongoing operability and compatibility with the technologies needed for daily operations, DSCYF has implemented a policy of upgrading or replacing desktop and other computer equipment on a four (4) year cycle as allowed by funding. Critical equipment needing upgrade or replacement outside of the normal cycle must be handled through the Exception process.

This policy:

- A. Establishes consistent standards and processes to help technical and non-technical staff manage desktop computer systems in DSCYF.
- B. Ensures that DSCYF desktop computer systems have sufficient capacity and compatibility to meet the Department's business needs.
- C. Maintains ongoing compatibility of DSCYF computer systems with the computer applications used within the Department.
- D. Avoids unnecessary resource costs for relocations of computer equipment during reorganizations and reassignments of DSCYF staff.

### II. AUTHORITY

- A. Cabinet Secretary as the Ultimate Authority

The Department's Cabinet Secretary retains ultimate authority and responsibility for review and approval of all Department computer equipment activities. The Cabinet Secretary may delegate certain tasks and authority.

### III. APPLICABILITY AND RESPONSIBILITY

- A. Use of Policy

This policy shall apply to the upgrade or replacement cycle for all Department desktop computers and related equipment.

- B. The MIS unit of the Division of Management Support Services has authority and is responsible for:
1. Establishing and maintaining an accurate inventory of all DSCYF computers in order to track computer assets and identify computer equipment slated for replacement in a way that supports resource planning and gives priority in future replacement cycles to those computers not upgraded or replaced on the normal 4-year cycle due to funding limitations.
  2. Identifying desktop computers slated for upgrade or replacement.
  3. Establishing sufficient and secure network storage to meet the needs of users who move from one DSCYF office to another. This capability allows users to transfer their data to the computer in their new office and places the need to relocate desktop computers in the category of exceptions.
  4. Determining the technical features required on DSCYF desktop computers to meet the business needs of DSCYF workers and defining a Department-standard computer. MIS will make purchase arrangements for the Department-standard computer according to applicable rules as established by the Division of Purchasing, the Department of Technology and Information, and other pertinent agencies.
  5. Selecting appropriate computer equipment and providing assistance and network resources so that the computers assigned to DSCYF offices have sufficient capacity to meet the needs of assigned job responsibilities.
  6. Securing approvals from various State or other agencies as may be needed to meet funding requirements.
  7. Scheduling, coordinating and executing the upgrade or replacement process while complying with applicable rules and regulations for the acquisition and disposal of the equipment involved in replacement activities.
  8. Communicating and arranging the logistics needed to complete the upgrade and replacement processes. This includes, but is not limited to:
    - a. Providing notification to Division FACTS Liaisons or other contact personnel in a timely manner of the need for the upgrades or replacements and informing them of the known aspects of applications that may be affected by those changes. These contact personnel will, in turn, inform and coordinate with the appropriate personnel in their divisions to facilitate the upgrade process while maintaining continuity of critical business functions.
    - b. Working through the FACTS Liaisons and other contact personnel to make "Test Labs" or other facilities available so that Division resources may test and make necessary adjustments to their applications as required by the replacement or upgrade process. Unless arrangements are made in advance, MIS is not responsible for the costs of replacements or upgrades to hardware or software or for other resources such as consultants/contractors needed to modify or test the functions provided by or related to applications affected by the replacement or upgrade process.

- c. Arranging for or providing training or instructions as necessary to assist users in transitioning to the new equipment or upgrades.
  - d. Developing as-needed permanent or temporary “workarounds”, consistent with meeting technological and security needs to ensure continuity of business-essential “legacy software” that is not compatible with incoming computer/policies and cannot be replaced with compatible software consistent with replacement schedules. Such workarounds are to be documented in writing by MIS and the business unit(s) involved to include the business needs, technologies involved, plan for permanent resolution and contingency plan in case the workaround is invalidated due to future technological or business needs.
  - e. Working with business units to provide a one-year “grace period” for computers running business-essential “legacy software” that is not compatible with incoming computer systems/policies and cannot be replaced with compatible software consistent with current replacement schedules. While MIS will provide technical support and counsel, the business units are responsible for funding replacements, etc. for unique legacy software used in the conduct of their business.
9. Managing the Department’s computer resources in a way that avoids unnecessary resource costs for the relocations of computer equipment during reorganizations and reassignments of DSCYF staff.
- C. In order to complete the upgrades or replacements of obsolete software and computer equipment in a timely manner that ensures the Department is able to fulfill its mission, DSCYF Divisions are responsible for scheduling:
- a. Personnel for as-needed training.
  - b. Personnel or other resources to complete system and application testing to ensure business continuity.
  - c. Personnel to verify completion of announced preliminary activities such as backups of data, etc. needed to coordinate the scheduled upgrade or replacement activities. For example, Supervisors or others may verify completion in cases where the primary person is unavailable.

#### IV. EXCEPTIONS

- A. Any exceptions to this policy require advance approval in accordance with procedures specified on the DSCYF Intranet site. Exceptions to this computer upgrade or replacement policy, including compelling business needs, must meet the following criteria and will be evaluated as follows:
1. **Technical Justification** – Will be evaluated based on documented manufacturer’s technical requirements for hardware, software and peripherals.
  2. **Cost or Resource Justification** – Evaluation will be based on verifiable cost or resource savings identified by the request initiator.

3. **Legal or other mandate** – Will be evaluated based on technical, cost or other factors identified by the request initiator with Executive approval as needed.
4. **Machine Mal-Function** – Machines that malfunction due to user-created errors or mistreatment will be dealt with on an as-needed basis. In such cases, the MIS HelpDesk will work with the business units and their administration to resolve issues involved and, when appropriate, will assign temporary desktop computers as needed and based on the availability of suitable machines.