CITY OF BEAUMONT
POLICIES AND PROCEDURES MANUAL

Policy Number: 7.0

Subject: Computer Policy   Effective Date: October 11, 2007

Approved by: Kyle Hayes/10/11/07   Bart Bartkowiak/10/11/07
                City Manager/Date   Technology Services Director/Date

I.   PURPOSE

        The purpose of this policy is to outline general responsibilities and provide consistent
        procedures and standards for the IBM iSeries computer systems, MS Windows Servers, a
        Wide Area Network, E-Commerce, microcomputers, computer-related equipment, software,
        and services.

        A.   Provide a total hardware and software solution that meets the requested needs of the
                department or division.

        B.   Provide assistance for computer-related projects or requests.

        C.   Support departments in solving computer-related problems and in designing
                computer systems to perform necessary functions.

        D.   Respect the legal protection provided to programs and data by copyright and license.

        E.   Protect data from unauthorized use or disclosure as required by state and federal laws
                and City regulations.

        F.   Respect the integrity of computing systems; for example, users shall not use or
                develop programs that harass other users or infiltrate a computer or computing
                system and/or damage or alter the software components of a computer or computing
                system.

II.   RESPONSIBILITIES

        A.   City Manager - Chief executive with primary responsibility for all computer systems
                (IBM iSeries, Windows Servers, etc.).

                The City Manager has the authority to make exceptions to this policy.

B.   Technology Services Department (TS) - manages IBM iSeries Servers, Windows Servers, personal computers (PCs), laptop computers, networks, and computer-related hardware, software and services.

Duties and responsibilities include but are not limited to the following:

1.   Management and security of the central data processing centers.

2.   Manage the design, installation, and implementation of all hardware, software, and networks.

3.   Provide or secure services for hardware, software, maintenance, and repairs.

4.   Provide computer-related training and documentation.

5.   Initiate the preparation of hardware, software and computer-related service bid specifications, request for proposals, and/or purchase requisitions.

6.   Review, test, and approve selected computer-related products and services.

7.   Receive all computer-related hardware and software for the City. Other sources of software may be permissible with Technology Services' review and approval (i.e., Shareware, Freeware).

8.   Ensure software applications are accompanied by authorized license agreements, CDS, DVDs, diskettes, or other proof of purchases and source code.

9.   Manage third-party computer-related vendors.

       a.   TS will ensure that vendors:

              1.   Review and comply with City computer-related policies, procedures, and copyright regulations.

              2.   Write and test all custom software in a modification library.

              3.   Provide computer-related services under the direction of TS.

              4.   Only address or implement requests for service from TS.

              5.   Provide source code or escrow accounts for all programs written or purchased by the City.

              6.   Ensure no unauthorized movement occurs outside the

designated libraries assigned to the specific vendor.

       7. Ensure vendors do not use any portion of programs written or provided by other vendors unless authorized by the software developer.

10. Maintain an inventory of hardware and software by department/division/user.

11. Maintain a software library that provides proof of copyright compliance for all computers located in City facilities. Exception: Process Control Systems Software housed at Water Production

12. Provide notification to department directors of computer policy violations.

C. Department director or division manager - duties and responsibilities include but are not limited to the following:

1. Provide electronic or written request for software, hardware, or computer services to TS.

2. Identify required moves or problems encountered with hardware or software to TS.

3. Identify departmental goals for requested software or computer-related equipment by completing the TS request form and submitting it to TS.

4. Ensure all contact with computer-related vendors regarding hardware, software, or computer-related service requirements is through TS.

5. Review and approve all final requests for new or custom written programs.

6. Authorize individual employees or other related entities to be granted access to the computer systems, detailing what access the user should receive.

7. Inform staff of security violations that put the City at risk.

8. Overseeing disciplinary action of personnel violating computer policies.

9. Identify to TS the purpose of modems used by the department.

10. Prevent unauthorized access to computer systems and immediately notifying TS of those persons terminating employment with the City or transferring to other areas of service within the City. Specify what should be done with terminating employee folders, calendars, email, and data.

D. System User - duties and responsibilities include but are not limited to the following:

1.	General - Provide needed information to TS staff when requesting service.

2.	Protect password**s** from unauthorized use.

3.	Security Violations - These are examples of security violations and are not all inclusive:

	a.	Sharing passwords with others.

	b.	Moving, loading, or altering hardware or software, configurations, or setups.

	c.	Accessing the Internet from unauthorized locations.

	d.	Unauthorized transfer of City information.

	e.	Failure to run virus checks on files downloaded from the Internet or provided by outside sources prior to loading to a hard drive.

	e.	Using query or Client Access to obtain information outside the parameters of job responsibilities or authorized clearances.

	f.	Loading software or downloading programs from the Internet.

	g.	Use of modems to access areas not identified by department directors and reported to TS.

	h.	Using the computer to provide unauthorized information to others.

4.	Perform weekly back ups of their assigned personal computer hard drives to protect the data.

E.	Purchasing Division - duties and responsibilities include but are not limited to the following:

1.	Solicit or issue bid specifications or prepare requests for proposals for approved hardware, software, and computer-related service purchases.

2.	Working in conjunction with TS, makes recommendation for final award of vendor.

3.	Responsible for notification of award to vendor.

5.	Monitor performance of vendors and resolve any discrepancies which include nondelivery, nonperformance, and/or unacceptable products.

III.   COPYRIGHT COMPLIANCE

A.   The City licenses the use of computer software from a variety of outside companies. The City does not own this software or its related documentation and, unless authorized by the software developer, does not have the right to reproduce it.

B.   Employees shall use the software only in accordance with the license agreements.

C.   Employees having knowledge of any misuse of software or related documentation shall notify their respective department director. The department director will take immediate action to correct any identified violation.

D.   According the U. S. Copyright Law, illegal reproduction of software can be subject to civil damages and criminal penalties including fines and imprisonment.

IV.   PENALTIES

Abuse or unlawful use of computer hardware, software, or computer-related services shall result in disciplinary action up to and including termination. Unlawful use may result in referral for criminal prosecution.