

Category: 150

Number: 152

Subject: **INFORMATION TECHNOLOGY POLICY**

1. **PURPOSE:** The Saginaw County Board of Commissioners has established this policy statement to ensure that the County receives the maximum benefit from its investment in information technology, while providing excellent service to the users and public. The mission of Information Technology (ITSC) is to provide a reliable and productive computing environment for Saginaw County staff, citizens and partners. The goal of this document is to set a standard regarding the confidentiality, integrity, availability, authentication, and nonrepudiation of Saginaw County's network infrastructure, and information technology assets.
2. **AUTHORITY:** Saginaw County Board of Commissioners.
3. **APPLICATION:** This policy applies to Information Technology of Saginaw County (ITSC).
4. **RESPONSIBILITY:** Information Technology of Saginaw County (ITSC) is responsible for the implementation of this policy.
5. **DEFINITION(S):**
  - 5.1 **Capacity** - The amount of information the computer can store and the total amount of work that it can do in a given amount of time.
  - 5.2 **Saginaw County's Network** – all of the computers, servers, firewalls and other equipment that are connected with one another for the purpose of communicating data electronically. A network system serves the important function of establishing a cohesive architecture that allows a variety of equipment types to transfer information in a near-seamless fashion.
  - 5.3 **Configure** - To set up and make ready for use.
  - 5.4 **Information Technology** – the study or use of systems (especially computers and telecommunications) for storing, retrieving, and sending information.
  - 5.5 **Disaster** - Any occurrence which would cause ITSC to be unable to provide the services previously available. Possible causes of a disaster are equipment malfunction, sabotage or act of God.
  - 5.6 **Hardware** - The physical computer equipment.
  - 5.7 **Installation** - Putting the hardware and software into place and making it operational.

- 5.8 Saginaw County - The aggregate of the Agencies, Departments and Elected Officials, which are under the auspices of the Saginaw County Board of Commissioners.
- 5.9 Software - Computer programs.
- 5.10 Support - Assistance in hardware and/or software selection, acquisition, installation, implementation, training and problem resolution. Supported equipment and software are those items for which we accept the responsibility for providing support.
- 5.11 Equipment - Any computer equipment located outside of the computer room. This includes, printers, personal computers, and other types of equipment. This does not include multi-function copiers.
- 5.12 Users - The personnel and departments which use the services of ITSC.

6. POLICY:

- 6.1 Duties. ITSC shall do the following:
  - 6.1.1 Provide for the general administration and operation of ITSC, its personnel and all equipment under its control.
  - 6.1.2 Provide programming services to users as needed.
  - 6.1.3 Act as a consultant to Saginaw County departments and outside agencies, as authorized, on issues related to information technology.
  - 6.1.4 Perform research into new or promising areas related to information technology.
  - 6.1.5 Provide planning to ensure that adequate capacity is available for future needs.
  - 6.1.6 Assist users in the development and implementation of disaster recovery plans.
  - 6.1.7 Maintain a service desk to support the users of personal computers within Saginaw County.
  - 6.1.8 Provide for the marketing of any software developed under the auspices of Saginaw County.

6.2 General Administration. ITSC shall strive to operate in an efficient and organized manner. It shall effectively control the resources available to it and allocate their use to provide the greatest benefit to Saginaw County. To this end, ITSC shall perform the following functions:

6.2.1 Track Purchase Orders

6.2.1.1 Record and track orders for goods and services placed by or for ITSC to ensure vendor compliance and to prevent duplication.

6.2.2 Maintain Inventory Equipment

6.2.2.1 Maintain physical inventories of computer hardware and software.

6.2.3 Maintain Stock of Supplies and Spare Parts

6.2.3.1 Maintain stocks of supplies and spare parts at levels, which will permit normal operation of the department and its users. Supplies and spare parts shall be made available to other County departments as needed. Billing for supplies and parts provided to other departments shall be in accordance with the general County policy.

6.2.4 Notify Users of Policy Changes

6.2.4.1 As guidelines and policies are established, distribute them to all affected parties.

6.2.5 Inform Users of Options Open to Them

6.2.5.1 Keep its users informed of hardware and software options available to them.

6.2.6 Track Warranty and Maintenance Agreements

6.2.6.1 Maintain accurate records of hardware and software warranty and maintenance agreements. The expense of such agreements shall be evaluated for cost effectiveness. Vendor compliance with these agreements shall be monitored and appropriate action taken to remedy non-compliance.

6.2.7 Bill Users for Services

6.2.7.1 Information Technology is an enterprise fund in Saginaw County. This means that it is not supported by the general fund and must, therefore, cover its expenditures by billing its users.

The exact method of billing is determined by the Financial Services Division of the Controller's Office.

6.2.8 Maintain Statistics

6.2.8.1 Maintain and make available upon request of the department head, information pertaining to the access of data stored on equipment under the control of the department.

6.2.9 Assess Needs and Satisfaction

6.2.9.1 Periodically monitor the needs and satisfaction of the users and address any unmet needs or dissatisfaction.

6.2.10 Assist with Cost Justification

6.2.10.1 Provide assistance with the justification process for equipment and software.

6.2.11 Provide Competent and Professional Personnel

6.2.11.1 Provide an atmosphere, which will attract and retain competent personnel by supporting training, continuing education and environmental conditions to fulfill the stated goals and objectives of ITSC.

6.3 Managing Saginaw County's Network. ITSC shall manage network equipment to provide maximum service to the users by performing the following functions:

6.3.1 Select Equipment

6.3.1.1 Select equipment and supplies in accordance with the needs of the users. Equipment may be new, used or refurbished, the option chosen being based on its net benefit to Saginaw County. All acquisitions shall be made in accordance with the general County policy.

6.3.2 Install Equipment

6.3.2.1 Install or oversee the installation of all network equipment by competent contractors.

6.3.3 Maintain Equipment

6.3.3.1 Oversee the maintenance of network equipment; make every effort to repair equipment failures in a timely manner and establish preventative maintenance procedures to minimize

equipment failures. Arrange for service agreements to be in place on all critical equipment. ITSC will replace the oldest 20% of PCs and direct connected peripherals each fiscal year.

#### 6.3.4 Provide Security

6.3.4.1 Recommend, initiate and maintain necessary security procedures. Such procedures shall be designed to prevent unauthorized access to, removal of, or damage to equipment or information.

#### 6.3.5 Tune for Efficiency

6.3.5.1 Always attempt to make the resources under their control operate as efficiently as possible. This will be accomplished by continually monitoring the systems performance and making such adjustments as seem necessary.

#### 6.3.6 Create Backups

6.3.6.1 Create, backup copies of information stored on the network equipment as a safeguard against the loss of the information. Once a week, take backup copies to an offsite location as an additional safeguard.

#### 6.3.7 Keep Records

6.3.7.1 Keep an accurate log of the tasks performed and the steps taken to perform these tasks.

#### 6.3.8 Schedule Work

6.3.8.1 Organize and schedule the workload on the network equipment to obtain the greatest benefit to Saginaw County with the resources available.

#### 6.3.9 Resolve Problems

6.3.9.1 Provide assistance to the user community as they interact with the network and work with the users to resolve any problems, which arise during this interaction.

6.4 Equipment. ITSC is responsible for managing the County's equipment to ensure compatibility and proper operation. To provide this service, ITSC shall perform the following functions:

#### 6.4.1 Specify Supported Configurations

6.4.1.1 Recommendations shall be made to users as to what supported equipment to acquire. Such recommendations shall be made based on compatibility, price, performance and reliability. Equipment selected for use shall be ordered by ITSC.

6.4.1.2 Equipment not purchased through ITSC may not be supported by ITSC.

#### 6.4.2 Install Equipment

6.4.2.1 All supported equipment shall be shipped to ITSC where it will be unpacked, set up, configured and tested for proper operation. ITSC shall then arrange for installation at the user's site. The installation shall consist of setting up the equipment, connecting all signal and power cables, testing and basic instruction on the use of the hardware.

6.4.2.2 It shall remain the responsibility of the user to ensure that sufficient space, power outlets, signal cables and furniture is available.

#### 6.4.3 Assist in Equipment Relocation

6.4.3.1 **No** equipment (including VoIP Phones due to e911 regulations) is to be moved without prior coordination with ITSC. ITSC shall assume no responsibility for damage to equipment moved without their assistance.

6.4.3.2 Equipment moves must be prescheduled with ITSC.

#### 6.4.4 Provide for Equipment Maintenance

6.4.4.1 Maintenance procedures shall be carried out by ITSC personnel, contracted maintenance organizations or user personnel. ITSC shall provide instructions to the users on proper maintenance procedures where appropriate.

6.4.4.2 If equipment cannot be repaired in a timely manner, loaner equipment shall be provided if available.

6.5 Application Services. ITSC shall be responsible for all software used on network equipment. To provide this service, the department shall:

#### 6.5.1 Create New Applications

6.5.1.1 Undertake the development and acquisition of new software as the need and justification warrants. Such undertakings shall be initiated only after the project has been shown to be of positive

benefit to Saginaw County. ITSC shall prioritize and allocate resources to such projects according to the benefits each accords to Saginaw County. Any software developed or acquired shall meet the needs of the user community and shall be compatible with the existing hardware and software.

#### 6.5.2 Maintain Existing Software

6.5.2.1 Maintain, enhance and replace the software used on network equipment as needed, justified and possible. Such actions shall be undertaken in a manner, which will minimize the effect on the user community, provide the greatest benefit at the least cost and provide for future needs.

6.5.2.2 Software not purchased through ITSC will not be installed on County equipment.

#### 6.5.3 Document All Systems

6.5.3.1 Maintain accurate documentation for all software used on network equipment. Such documentation shall be in a form specified by the ITSC standards manual.

#### 6.5.4 Train Users

6.5.4.1 Users will be trained on the software that they use. All pertinent documentation shall be made available to the users as the need warrants.

#### 6.5.5 Support Users

6.5.5.1 ITSC will answer questions about and resolve problems with the software used on network equipment. Every effort shall be made to handle problems in a timely manner and resolve them correctly on the first attempt.

6.6 Consulting Services. ITSC shall act as a consultant to Saginaw County departments as requested or deemed necessary. The scope of such consultations shall be to provide information and recommendations on issues related to Information Technology.

6.7 Research. ITSC shall conduct research, either on its own initiative or in response to requests from others into areas related to Information Technology which show promise of being of benefit to Saginaw County or its agencies.

6.8 Capacity Planning. ITSC shall plan for the future. The department shall monitor its own operation as well as the operation of the County as a whole so that it may attempt to anticipate needs and changes, which will impact the Information Technology needs of the County. To this end, ITSC shall:

6.8.1 Create Planning Documents

6.8.1.1 Prepare and maintain both short range and long range planning documents which detail the foreseeable Information Technology needs of the County. These documents shall be reviewed and updated on an annual basis or as new information becomes available.

6.8.1.2 These documents will set forth the known or anticipated needs in the areas of hardware, software, personnel, actions and detail areas that will require further research.

6.8.2 Monitor System Use For the Purpose of Capacity Planning

6.8.2.1 Put in place procedures for monitoring the capacity and usage of the resources under its control. The information gained from this monitoring shall be used to analyze the effect that any anticipated growth will have on the performance of the network equipment.

6.9 Disaster Recovery. ITSC shall, in cooperation with the user, design and test plans which will permit the users to continue operation in the event of an Information Technology disaster.

6.9.1 ITSC Responsibilities

6.9.1.1 ITSC shall be responsible for initiating the disaster planning process. They shall ensure that adequate Information Technology resources are allocated to complete the plan and to perform any preparatory functions the plan details.

6.9.1.2 Should a disaster occur and ITSC be unable to provide service to its users, ITSC shall notify the affected parties of the situation and develop a plan of action

6.9.2 User Department Responsibilities

6.9.2.1 It is the responsibility of the user to provide personnel and time so that a workable disaster plan may be developed. The user must determine which Information Technology functions that are critical to their office to continue performing in the event of a disaster and what data will be required to perform these functions.



6.9.2.2 The user shall be responsible for providing the necessary resources to operate their department in the event of an emergency and shall bear any additional costs incurred.

6.10 Service Desk. ITSC shall operate a service desk, which is responsible for the support of all serviceable ITSC equipment used by Saginaw County.

6.10.1 The responsibility of ITSC includes the following:

6.10.1.1 Physical and data security

6.10.1.2 Provision of personnel for operation including a backup

6.10.1.3 Allocation of time for training

6.10.1.4 Backup of data

6.10.1.5 Definition of Supported PC Configurations

6.10.1.5.1 A limited number of personal computer configurations will be supported in order to assure a level of standardization and effective use of technical support personnel. The Service desk shall determine and maintain specifications regarding hardware configurations, suggested vendors, supported operating systems, approved communications, and supported application software.

6.10.1.5.2 ITSC will not install or support illegal or unlicensed copies of copyrighted software.

6.10.1.6 Support of Users

6.10.1.6.1 Support of personal computer users shall be centralized and managed by the Service desk.

6.10.1.7 Education of Users

6.10.1.7.1 Service desk personnel will be available to provide the best possible education to the users. They will tailor education curricula for supported software.

7. ADMINISTRATIVE PROCEDURES: NONE

8. CONTROLLER/CAO LEGAL COUNSEL REVIEW: The Controller/CAO has determined that this policy as submitted to the Board of Commissioners contains the necessary substance in order to carry out the purpose of the policy. County Civil Counsel has determined that this policy as submitted contains content that appears to be legal activities of the Saginaw County Board of Commissioners.

APPROVED AS TO SUBSTANCE:  
Saginaw County Controller/CAO

APPROVED AS TO LEGAL CONTENT:  
Saginaw County Civil Counsel

APPROVED: November 23, 1999  
AMENDED: June 20, 2023