

BTS-1.05 - Hardware & Software Maintenance

HARDWARE & SOFTWARE MAINTENANCE

Administrative Rule Adopted by Council

ARC-BTS-1.05

Purpose

Information technology and data resources are critical assets. The City's ability to effectively deliver services and communicate effectively is dependent on increasing our capacity to gather, analyze and distribute data and information. Maintaining hardware/software assets at the appropriate level is essential to meet the public expectations and achieve organizational goals effectively and efficiently.

The purpose of this policy is to define information technology asset maintenance and replacement expectations.

Administrative Rule

All City owned information technology assets (hardware and software) will be selected and maintained in keeping with BTS established standards while that equipment and software remains in normal business/staff use. Replacement schedules shall be planned for on a cycle that reflects the category and usage of each asset.

Responsibility

Only qualified persons designated or approved by the Bureau of Technology Services may provide hardware and software maintenance support.

The Bureau of Technology Services will provide a level of technical support to City users sufficient to perform their job duties.

In situations where non-City entities and/or personnel use City-owned equipment is involved, the Bureau or Office shall have an agreement outlining such usage and maintenance responsibilities of each party. Additionally, each agreement must be reviewed and approved by the Chief Technology Officer (CTO).

Non-City owned hardware and software will not be maintained by the City unless a prior agreement has been made.

History

Originally published as PPD number ARC-BIT-1.08, authorized by Ordinance No. 177048, passed by Council and effective November 6, 2002.

Revised by Ordinance No. 179999 passed by Council March 15, 2006 and effective April 14, 2006.

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