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Forms Referenced in Procedure:	None	Related Procedures:	None

.01 INTRODUCTION

A. The purpose of this procedure is to establish a process for the requisition of computer hardware/software, the installation or relocation of computer hardware, and reporting computer hardware/software problems.

B. All computer hardware/software used by members of this Department shall be in the inventory and control of Information Systems. Information Systems is the only unit that will approve or provide computer hardware/software to units of this Department.

.02 REQUESTS FOR COMPUTER HARDWARE

A. Members requiring new or additional computer hardware, or changes to current computer hardware, shall submit a written request to their unit/section supervisor.

B. The Unit/Section Supervisory Officer:

1. Determines if the request will improve the member's or unit productivity; and

2. Forwards all approved requests through the chain of command to the appropriate Division Commander.

C. The Division Commander:

1. Evaluates all requests to determine if the requested computer hardware will improve the overall operation of the division; and

2. Forwards all approved requests to Information Systems.

D. The Information Systems Manager:

1. Evaluates all requests from division commanders and makes the final determination for approval;

2. Prioritizes all approved requests; and

3. Requests purchase of approved computer hardware in accordance with budgetary constraints.

.03 REQUESTS FOR INSTALLATION, REMOVAL, OR RELOCATION OF COMPUTER HARDWARE

A. The Information Systems is responsible for the installation, removal, or relocation of all computer hardware used by the Department.

B. The Information Systems personnel will install, remove, or relocate all computer hardware.

C. Members requesting to have computer hardware installed, removed, or relocated shall submit a written request to their unit/section supervisory officer.

D. The Unit/Section Commander:

1. Determines if the request will improve the member's or unit productivity; and

2. Forwards all approved requests through the chain of command to the appropriate division commander.

E. The Division Commander:

1. Evaluates all requests to determine if the requested computer hardware installation, removal, or relocation will improve the overall operation of the division;

2. Forwards all approved requests to Information Systems no later than five (5) working days prior to the requested installation, removal, or relocation date; and

3. Coordinates the installation, removal, or relocation with ~~the~~ Information Systems.

F. Information Systems Manager:

1. Evaluates all requests from division commanders and makes the final determination for approval;

2. Prioritizes all approved requests; and

3. Authorizes Information Systems personnel to proceed with the installation, removal, or relocation of computer hardware.

.04 *REQUESTS FOR NEW OR MODIFICATIONS TO EXISTING COMPUTER SOFTWARE*

A. Members requesting new or modified computer software shall submit a written request to their unit/section supervisory officer.

B. The Unit/Section Supervisory Officer:

1. Determines if the request will improve the member's or unit productivity; and

2. Forwards all approved requests through the chain of command to the appropriate Division Commander.

C. The Division Commander:

1. Evaluates all requests to determine if the requested new or modified computer software will improve the overall operation of the division; and

2. Forwards all approved requests to Information Systems.

D. The Information Systems Manager:

1. Evaluates all requests from Division Commanders and makes the final determination for approval;

2. Prioritizes all approved requests; and

3. Requests the purchase of new software or modifies existing computer software in accordance with budgetary constraints.

.05 *COMPUTER HARDWARE MAINTENANCE*

Members who encounter problems with computer hardware including, but not limited to, problems with computers, mobile data terminals, portable mobile data terminals, printers, and mainframes shall contact Information Technology Systems Department (ITSD) at 207-8888.

.06 *COMPUTER SOFTWARE MAINTENANCE*

Members who encounter problems with computer software which does not function properly shall contact ITSD at 207-8888.

.07 *INVENTORY OF COMPUTER HARDWARE/SOFTWARE*

Information Systems is responsible for all computer hardware/software inventories and will conduct periodic inspections to verify its accuracy, integrity, and performance.

.08 *UNAUTHORIZED USE OF COMPUTER HARDWARE/SOFTWARE*

A. Only computer hardware/software that is in the inventory and control of the ITSD will be used by members of this Department in the workplace. No personally owned computer hardware/software will be used by a member of this Department in the workplace.

B. All computer hardware/software will be used for official Department business only and in an authorized manner designed to meet the unit/section mission.

C. Any unauthorized use of computer hardware/software may result in disciplinary action against the involved member.