1.0   PURPOSE:

To describe operating guidelines for information technology matters.

2.0   ORGANIZATIONS AFFECTED:

This policy applies to all City of West Allis departments, divisions and offices.

3.0   POLICY:

It is the policy of the City to prescribe operating guidelines for efficient delivery of information technology.

4.0   REFERENCES:

None.

5.0   PROCEDURES:

5.1   RESPONSIBILITY

The Information Technology Division (IT Division) shall be responsible for the following specified items.

5.1.1   Centrally managing all hardware and software usage.

1.)   Department's request for new or upgraded hardware and software; IT Division reviews and approves requests; Purchasing Division acquires items.

2.)   Old hardware shall be returned to IT Division for redistribution, if possible. The IT Division shall return obsolete or unused hardware to the Purchasing Division for disposition.

3.)   Only licensed, authorized software will be permitted on any computers.

4.)   The IT Division will maintain inventory of all hardware and software.

5.)   All network software and AS400 programs shall be fully documented.

6.)   The IT Division will maintain and periodically change user profiles and passwords.

7.) User passwords must meet the industry's criteria of a strong password.

8.) Any user giving out their password to any other user (other than their Department/Division Head as may be required per Department/Division policy) may lose their network privileges.

9.) All users must practice "safe" computing to avoid infecting their systems. The IT Division will provide training for "safe" internet surfing. Users who repeatedly infect their computers with viruses, malware, spyware, etc., by downloading software or by visiting corrupt sites, may lose computer access rights as determined by their Department Head and the IT Manager.

5.1.2 The IT Division will maintain a contractual relationship with technical support vendors to aid in maintenance and troubleshooting.

5.1.3 The City of West Allis will maintain a website on the Internet.

1.) Departments/Divisions shall submit information to the IT Division weekly, or as necessary, for updates.

2.) The IT Division will maintain the website.