

SOFTWARE AND HARDWARE PURCHASING POLICY

*Rescinds Computing Systems, Software
Purchase and Technology Support Policy
Dated September 11, 1997,
Amended October 9, 1997
And July 8, 1999
Rescinds Computer Purchase Policy
Dated October 14, 1999*

I. PURPOSE

The purpose of this policy is to establish procedures for the acquisition of computer hardware, software and peripherals purchased with Antrim County funds that connect to the County's network and/or require support of County technology resources.

The review procedure for purchasing technology equipment and hardware/software is intended to provide:

- 1) A centralized point of information about technology items
- 2) A County-wide inventory of hardware
- 3) Pricing advantages
- 4) License compliance for software purchases
- 5) Hardware and software that can be supported or determination of such support
- 6) Compatibility of all new hardware and software purchases with the County's existing network, hardware, and software.

This policy will serve as a guideline to ensure we provide state-of-the-art software and hardware, while offering assurance that Antrim County's network and desktop infrastructure is stable and maintained within existing budgetary constraints.

II. SCOPE

The policy and procedures listed here applies to all users of Antrim County technical systems and to all operational departments and facilities of Antrim County.

III. DEFINITIONS

Computer hardware, software and peripherals are defined as products that are purchased to provide users access to technical services; including data access, printing services, and the wired and wireless data network. Peripherals shall include, but are not limited to, devices such as copiers, scanners, smartphones, tablets, printers or any other equipment that connects to or receives data from a County-owned computer or the County network.

IV. PROCESS

SOFTWARE

- **ACQUISITION** (including purchases, leases and contracts). Because software is an expensive and critical part of the information processing function, Antrim County has developed guidelines for purchasing decisions. Each Department shall work with the Information Technology Department to determine the department's software needs. The Information Technology Department will then assist each department in fulfilling its specific needs and requirements.

Software purchases will be budgeted annually by each department. All software purchases will then go through each department's standard purchasing procedure. The Information Technology Department will be responsible for keeping each software license on file.

- **INSTALLATION.** All software installation will be performed under the supervision of the Antrim County Information Technology Department. This is to aid in the elimination of problems associated with printer set-up, software and hardware compatibility, and the correct application of system defaults. A department may choose to have one of its own employees install software, but *must* consult with the Antrim County Information Technology Department prior to all software installation and follow all licensing and inventory requirements.

An inventory of all software in use by the County will be kept by the Antrim County Information Technology Department. This inventory will include software installed on all computing devices, and all computing devices connected to the County network, including devices which are not owned by Antrim County (i.e. Court systems). The inventory system is necessary to maintain software and hardware maintenance contracts, document and track Antrim County assets, and ensure that all installed software is a properly licensed copy purchased by or licensed to Antrim County or an elected official.

HARDWARE

- **ACQUISITION** (including purchases, leases and rentals). Because hardware is expensive to purchase and maintain and is a critical part of the information processing function, Antrim County has developed guidelines for all hardware purchases. Antrim County must maintain a homogenous computer hardware base by limiting the types of computers purchased to those that have been tested and are known by the Information Technology Department to be reliable, compatible when networked, and easily serviced. By doing this, the functionality at the desktop and network level is improved and the total cost of ownership (TCO) is reduced.

Each Department shall work with the Information Technology Department to determine the department's hardware needs. The Information Technology Department will then assist each department in fulfilling their specific needs.

Hardware purchases for each department will be budgeted as a capital outlay item. The Information Technology Department will prepare quotes for the requesting department to present to the Finance

Committee. Upon approval, the Information Technology Department will initiate a Purchase Order from the Purchasing Agent using the requesting department's account code.

All computers and related hardware purchased by Antrim County departments must follow the guidelines set-forth by the Information Technology Department each year during the budget process. It is important that Antrim County acquire computers known to function reliably, be readily serviceable, compatible with our network and software and have a reasonable life expectancy. To ensure Antrim County meets these computer purchasing goals, it is critical that only "business-grade" computers are acquired.

- **INSTALLATION.** All computer hardware installation will be performed by the Antrim County Information Technology Department, or under its supervision. An inventory of all hardware in use by Antrim County will be maintained by the Antrim County Accounting Department and the Antrim County Information Technology Department. This inventory system is necessary to maintain software and hardware maintenance contracts and document and track Antrim County assets.
- **SUPPORT.** Support for all County-owned technology, including computers, network infrastructure and resources, telecommunications and audio/visual systems, will be provided by the Antrim County Information Technology Department. Technical support is not available to users for configuration of personal devices or public connection to the public side of the wireless network.

Support of County-owned technology will be requested via e-mail at helpdesk@antrimcounty.org. The helpdesk@antrimcounty.org e-mail address is recommended as the best way to reach technical support quickly as the Information Technology Department staff is frequently at other locations in the building. The helpdesk@antrimcounty.org e-mail will be checked regularly.

- **DISPOSAL.** All Antrim County-owned hardware and peripheral devices that are replaced will be turned in to the Information Technology Department to be repurposed or disposed of consistent with County policy.