

**City of Ocoee**  
**IT Resource Policy Statement**  
**Issued April 2021**

The city values efficiency in the workplace and wants to empower its employees to succeed in their jobs serving the citizens and businesses of Ocoee in the most cost-effective manner. One way the city meets these goals is to utilize information technology (IT) tools. IT hardware and software require an initial investment in buying the product or service, and a continuing investment in user training, software maintenance, hardware repairs, and eventual replacement. The increasing use of IT resources to support field staff, such as police officers, emergency medical personnel, building inspectors, code enforcement officers, and others, means we need a clear set of policies to ensure that everyone has what they need while the city gets good value for its investments. This *IT Resource Policy Statement* meets that need.

**Initial Investment**

The Support Services Department has the core responsibility for acquiring, maintaining, and replacing IT resources. All city departments are responsible for identifying the tools they need—including IT resources—in order to fulfill their assigned responsibilities.

The initial purchase of IT-related products and services should be funded by the requesting department through the annual budget preparation process. Support Services Department staff should be consulted when preparing the budget proposal to ensure that the requesting department has a complete package that will meet the intended purpose. For a completely new application, an IT Business Analyst may work with the requesting department's staff to put together a list of functional and physical requirements, help search for suitable candidate products and services, and develop a cost estimate that can be used as a supporting document. If a department is simply hiring new staff, each new position should include a funding request to buy any needed IT resources, such as a new desktop or laptop/tablet computer with software. IT Help Desk staff can provide a suitable specification that may be used to develop a cost estimate for budget preparation. Desktop, laptop, and tablet computers are generally purchased with an extended warranty of up to four years' duration. The appropriate accounts to use are:

- Operating Expense 5235 – *Computer Peripherals & Software under \$1,000* for small printers, extra monitors, wireless keyboards, desktop scanners, etc.
- Capital Expense 6405 – *CPUs, Laptops, Software* for desktop computers, laptops, tablets and enterprise-level applications. This account is also used for peripherals costing more than \$1,000, such as large-format scanners and plotters. A complete system (CPU, wireless keyboard, and monitor) should be acquired using this account when it is purchased from a single vendor.

The Finance Department will involve Support Services staff in the process of reviewing departmental requests for IT resources during the budget development cycle. Budget requests for IT investments that have not gone through the preparation process described above may be rejected.

**General Purchasing Requirements**

Except in emergencies, all desktop computers, laptops, tablets, and other items funded by budget in Capital Account 6405 should be purchased using the established requisition and purchase order process. To ensure faster processing, all purchase requisitions for IT resources should be prepared by the Support Services Department with the funding department director's written approval attached as a note. Any related software licenses should be similarly acquired. IT staff should receive all IT items acquired through a purchase order. The departments may also direct vendors to deliver other IT acquisitions to the IT staff

for final installation. Software should be purchased in cooperation with IT staff, who may have established sources for common products. Minor items, like wireless keyboards, headsets, second monitor, speakers, and desktop cameras are matters of personal preference and may be acquired using Account 5235 budget and installed by the end user without IT staff involvement.

As part of our ongoing asset tracking process, which was implemented to ensure that city-purchased resources are properly managed and used, all desktop computers, laptops, and tablets will be placed in the asset management system. An identifying label with a unique asset number will be affixed to the device when it is received. Support Services staff will need to be notified if the user to which the IT resource is assigned changes so the asset inventory can be updated. This notification policy applies equally to desktop telephones and cellphones, which are also assigned to specific employees, although they will not receive asset labels. All mobile equipment will have a mobile device management application installed on them to ensure the city's ability to lock or erase devices that may be lost or stolen.

The city has established vendor relationships and has specific City Commission authority to acquire many IT resources using defined contractual arrangements. Standard brands and models have been established for general and specialized applications. City departments are strongly advised to always check with IT staff first before making any purchases to ensure that what they intend to acquire can be supported. However, it is recognized that special situations will arise when variations from the general requirements of this policy statement are required. For example, a software vendor may require that the product be used on a specific hardware platform, or the IT resources comes as a package of hardware and software. In such instances, the acquiring department will be fully responsible for securing vendor technical support.

### **Replacement and Maintenance**

In most cases, hardware and software maintenance is the responsibility of the Support Services Department. The Department uses budget allocated to several accounts in the General Government cost center to fund the annual cost of software licenses, equipment repair and replacement, and technical support. Support Services staff will need to add the cost of annual software licenses related to any new platform purchases made by the city during the prior year. It is important to note, however, that the General Government cost center can budget only for those items purchased using General Fund budget. Other operating units of the city funded through enterprise revenues, such as the Utilities Department, will need to budget for annual license fees, replacement equipment, and technical support costs themselves since General Government budget cannot be used.

Although the Support Services Department is responsible for the city's routine IT repair and replacement needs, some may be the financial responsibility of the various departments. The using department will be financially responsible for the cost of repairing or replacing devices damaged through negligence. Lost or stolen devices will also be the financial responsibility of the using department. The issue of whether to repair or replace damaged equipment will be made by Support Services staff based on the remaining expect life, relative cost, and availability of parts. Any question regarding the responsible party will be resolved by the directors of the using department and Support Services.

Using departments are also financially responsible for the cost of replacement batteries, external power supplies, printer ink and toner cartridges, and similar "consumable" elements of IT devices assigned to them. Certain shared equipment, such as the multi-function printers available to all staff in City Hall, the postage machine, and the paper folding/inserting appliance, are managed by Support Services, which is also responsible for their consumable supplies.

## **Telephones**

Desktop telephones and cellphones are IT resources. Any request for changes to desktop phones must be directed to the IT Help Desk. Historically, Support Services managed cellphones served by Verizon and used by General Government departments, along with digital and analog telephone lines from CenturyLink. Telephone and cable TV services provided by T-Mobile (Sprint), AT&T, Spectrum, and other telecommunications carriers were managed by the using departments, with varying degrees of Support Services involvement. This practice of separating responsibility based on the vendor does not allow the city to take advantage of cost savings provided by vendor competition and fails to provide a consistent level of support for all users. To address these shortcomings, this policy statement assigns central responsibility for all telecommunications service to Support Services so the city may be better positioned to take advantage of changes in the marketplace and for there to be a common point of contact. Through the established Help Desk ticketing system, the departments will continue to authorize users and indicate what level of service each employee or location should receive by providing such direction to Support Services.

Financial responsibility for telephones will remain as it was with one minor change. Department managers will continue to approve cellphone bills for payment, as these are separately billed by the carriers. Managing cellphone cost, which is often usage-based, is a part of supervising staff. However, because the bills for landline telephone service are generally fixed and aggregated across multiple departments, Support Services management will approve bills for payment related to all analog and desktop landline phones and cable TV services, and will work with the Finance Department to allocate costs proportionately to the using departments.

## **Security Cameras**

Many city facilities are monitored by security camera systems, most of which are standalone installations acquired to create a record that may be reviewed after an event occurs rather than for real-time monitoring. As a result, the historical practice has been for each department to independently select a vendor, which would furnish and install the equipment. The city is now undertaking the integration of all such security camera systems for real-time monitoring as a function of the Ocoee Police Department through the FUSUS cloud-based service. In order to ensure that the city's security camera systems can be used reliably in this manner, Support Services staff must be involved in the design and installation phases of any addition or expansion of such systems. Accordingly, security camera equipment will now be treated as an IT resource that can be supported by IT Help Desk staff and the General Government budget for repair and replacement of IT resources.

## **Conclusion**

The ever-growing reliance of city operations on automation, remote access, and increased productivity provided by IT resources of all types requires us to increase the level of coordination and strategic sophistication employed to acquire and manage these resources. Our citizens and taxpayers expect us to manage their tax dollars wisely and to provide the services they seek in an accessible manner. This policy statement lists the specific responsibilities assigned to the various city departments regarding the acquisition, maintenance, and protection of IT resources, while preserving the flexibility and control needed by the operating departments to meet their assigned mission.

Authorized this \_\_\_\_ day of April, 2021 by Robert D. Frank, City Manager \_\_\_\_\_