

**Town of Concord**

**APP #52**

**Deployment and Use of Technology**

**I. Policy/Purpose**

Technology continues to play an increasing role in the productivity and effectiveness of all Town offices. The deployment and use of technology carries with it a number of responsibilities that must be shared among the Town employees. There are essentially two entities that share in these responsibilities:

- . The Information Services Division (IS)
- . The Technology User

It is recognized that technology and its uses in the workplace will continue to evolve over time. As this occurs, the responsibilities of IS and users will evolve as well. This policy therefore outlines the current responsibilities of the IS Division and all Town employees in proper use and maintenance of the Town's Information Technology (IT).

**II. Responsibilities**

**A. The Role of IS**

**1. Technical Support**

Providing reliable, timely and effective technical support and problem resolution is an important responsibility of IS. IS will provide support for all technical problem resolution in areas such as: network access; telephone and hardware malfunctions. In some cases IS will need to coordinate assistance from other technical experts, such as hardware or software vendors, but the IS person will remain the "point person" for resolving the problem. Under normal circumstances, the IS Division will coordinate all software acquisition and network connections. Senior managers may deviate from this procedure with reasonable advance notice to IS.

**2. Network Administration**

IS will have overall responsibility for the day to day operation and maintenance of the Town's local area network(s) (LANs). This responsibility could include any or all of the following: ensuring that the daily backups of the network files are completed successfully; restoring lost or damaged files as needed; providing Town employees with access to the network and setting them up with appropriate rights and privileges; setting

up new directories on the file server and granting directory access rights and privileges to appropriate Town employees; deleting the access rights of Town employees who leave the organization, and installing new software on the file server.

### **3. Interface between Users and Technology Providers**

As the Town's technology coordinator, IS is responsible for developing partnerships with each Town department with respect to meeting its technology needs. IS will work with departments and any technology vendors during the implementation of technology projects.

It is to be expected that there will be occasions when the complexity and level of expertise required to implement a technical solution will require the assistance of outside consultants. Projects that may require the assistance of technical consultants include: implementation of a Town-wide GIS system, evaluation and implementation of specialized software solutions, database design and development, LAN planning and implementation, LAN performance tuning and WAN design and implementation.

### **4. Standards, Policies and Procedures**

It is the responsibility of IS to propose standards, policies and procedures governing the use of technology to senior managers. This includes determining hardware and software standards and back-up strategies, setting guidelines for proper data management and security, and coordinating future technology planning efforts on a town-wide basis. Standards, policies and procedures will be expanded and updated as new technologies and systems are implemented, and as the needs of the technology users change.

IS will maintain an ongoing inventory of all computer equipment, and of all software in use on all Town computers installed by IS. The employee(s) representing IS may enlist the help of technology users or an outside consultant.

### **5. Technology Implementation Projects**

IS will serve as a key project member in all technology implementations. The role may vary from project to project and could include working with other project team members on the following: defining the project goals, assembling the project team, identifying and prioritizing tasks, and other project management activities. Often the first task for the project team will be to conduct a feasibility study and cost/benefit analysis of the potential project to determine its viability and appropriateness of implementation.

## **B. Role of the Technology User**

As technology users, Town employees also have computer-related responsibilities. They are outlined below.

## **1. Communicate Needs**

A critical role of the technology user is to communicate his or her technology and information needs to IS. An effective collaboration between the technology user and IS will ensure the need is understood and addressed. The types of needs to bring to the attention of IS include but are not limited to:

- . Information or tasks to be automated (or improved) that require technical skills beyond those of the technology user;
- . Information or tasks to be automated (or improved) that will impact other departments;
- . Hardware or software acquisitions;
- . A need to access other departments' data; and
- . Computer training needs.

## **2. Comply With Policies and Standards**

All employees of the Town of Concord must comply with the IS Standards, Policies and Procedures. For example, if standard word processing software is selected, no other word processor should be installed on any Town computer.

## **3. Contribute Valuable Data and Information**

Technology users will play an important role during technology implementations. One important responsibility of the technology user will be to contribute data to shared systems, for example, the GIS. The data provided will vary from project to project, and will be identified with the assistance of the technology user during the project planning process.

## **4. Ensure Data Integrity and Security**

The technology user who creates information is responsible for its accuracy and completeness. The technology user is also responsible for using security tools and procedures to protect sensitive and confidential data.

As Town information becomes more accessible, it is critical that it be protected while remaining within the guidelines of the Public Records Law (see APP #25). Information is a Town of Concord asset. It is the responsibility of the technology user to assist IS in identifying data that is sensitive or confidential, and the level of access to the data that is appropriate for technology users within its department, and in other departments.

## **5. Assist with Data Backup, Archiving and Purging**

The technology user may be responsible in part for backing up, archiving and purging data. These tasks will be coordinated with IS. The tasks may include performing backups of data stored on local hard drives or network servers.

### **C. Software Installation and Licensing**

Each installation of software or computer programs on equipment owned by the Town of Concord must be licensed to the Town of Concord. Software must not be copied for any purpose other than backup reasons.

#### **1. Installing Software and Hardware Components**

IS, or its designee, will acquire needed components and install or assist in the installation of these components. Only IS or their designee is authorized to install application software and updates, or hardware devices and drivers on any Town computer.

### **D. Data Management Guidelines**

#### **1. Data Storage**

As LAN's and the Town WAN are implemented, recommendations for data storage will be made. Guidelines for the use of floppy disks, local hard drives, network drives and directories will be given.

#### **2. Naming Conventions**

All data files should be saved with names that will easily identify the contents of the file. Standard file naming conventions will simplify and facilitate data storage, retrieval, purging and archiving. The following provide some guidelines and suggestions to consider when naming a file:

- do not change the file extension (i.e., .DOC) that is automatically assigned by the software package used to create the file.
- Make file names descriptive. The following characters should not be used in file naming:  
“ / ^ \ [ ] : | < > + = ; , ? “
- Complete the document summary section to explain the contents of the file.

**Each technology user is entirely responsible for managing the data on his/her**

**local hard drive. This includes archiving and deleting files. It is recommended that technology users create a backup of their data before deleting files from their hard drives.**

## **E. Security**

### **1. Virus Protection**

Protecting against computer viruses is everyone's responsibility. IS will install and maintain virus protection software for all LAN file servers and for each individual hard drive. Each technology user is responsible for protecting Concord resources from damage from computer viruses by refraining from installing any software on any Town computer unless directed to do so by IS. A set of procedures are available to identify steps for the technology user to take if they suspect their computer has a virus.

### **2. Data Backup**

Each technology user is responsible for backing up the data stored on his/her local hard drive. The frequency of local drive back-ups is determined by the user in relation to the importance of the data. Data that should be backed up is that which the user has created. You should not back up files that can be re-added via an application installation (for example, DO NOT copy "WINDOWS" from your local hard drive to the server; DO copy folders such as "MY DOCUMENTS").

### **3. Data Security**

With the installation of personal computers, LAN's and the Town WAN, the potential for access to sensitive and confidential information becomes more likely. As a result, guidelines for data security must be strictly followed in order to protect the integrity and security of the information all users rely upon on a day-to-day basis. The following section provides guidelines for protecting the information stored on Town computers. As technology implementations occur, these policies will be developed in more detail and tools for protecting data will be deployed.

Technology users should, after properly exiting their open applications, turn off their computer before leaving the office for the day.

Technology users must not leave confidential information displayed on the screen of unattended workstations. Town employees working on confidential files must close these files before leaving their workstation.

Technology users with access to password protected systems must sign off these systems before leaving their workstation. Town employees are accountable for any data updates made under their user-id and must ensure that no one else has access to the system using their user-id.

Technology users in possession of any confidential or sensitive information in the form of a printed report or stored on a floppy disk or CD ROM must guard against accidental disclosure of this information by storing reports, floppy disks and CD ROMS in a secure place.

#### **4. Maintenance**

Each technology user is responsible for ensuring that the necessary maintenance procedures are run periodically on their workstation. A set of procedures will be developed to identify steps for the technology user to take to ensure good maintenance practices.

#### **5. Physical Security**

Each technology user is responsible for maintaining the physical condition and security of his/her personal computer. Due care should be used to avoid exposure of the equipment to spilled liquids, foods, stickers or other items. Workstations (with the exception of laptops) should not be removed from the desktop or disconnected from the network except under the direction and with the assistance of IS.