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| DOCUMENT: Policy | DOCUMENT NUMBER: 0507 | REVISION: Revised: 09/30/02 | Page 1 of 5 |
| SUBJECT: Hardware/Software Standards and Support Guidelines | | EFFECTIVE DATE: September 6, 2000 | |
| OFFICE OF MIS: | | DATE: | |
| SECRETARY OF DHHR: | | DATE: | |

1.0 PURPOSE

This policy establishes the minimum standards and levels of technical support for the DHHR's (Department of Health and Human Resources) IT (Information Technology) hardware/software.

2.0 SCOPE

This policy applies to all employees who use the DHHR systems and who participate in sponsored software development, software demonstrations, and the operation and maintenance of IT systems.

3.0 APPLICABLE DOCUMENTS/MATERIAL

- 3.1 IT Policy 0503 - Software Copyright Compliance
- 3.2 MIS Operating Procedure-013 - Software Installation
- 3.3 DHHR Policy Memorandum 2104 - Progressive Discipline
- 3.4 DHHR Policy Memorandum 2108 - Employee Conduct

4.0 RESPONSIBILITY/REQUIREMENTS

The CIO (Chief Information Officer) has recommended the following minimum hardware, software, and operating system standards for IT resources within the DHHR. These computing hardware and software standards will be reviewed and revised as needed.

- 4.1 **HARDWARE STANDARDS** (Desktops, Laptops, Network Server, Printers, Modems)

www.wvdhhr.org/mis/standards.html

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- 4.2 SOFTWARE STANDARDS (Portable Operating Systems, Word Processing, E-mail, Publishing, Spreadsheet, Graphics)

www.wvdhhr.org/MIS/standards.html#sw

- 4.3 NETWORK CONNECT REQUIREMENTS

www.wvdhhr.org/MIS/Network/networkreq.htm

- 4.4 Technical Support

- 4.4.1 The NTS (Network and Technical Support) unit within MIS Management Information Services) is responsible for providing IT hardware, software, and network support for all DHHR Bureaus and Offices.

4.4.1.1 All equipment and software must be installed by MIS technicians.

4.4.1.2 The desired direct technician to PC support ratio is 1 to 75.

- 4.4.2 Levels of IT Support

4.4.2.1 **Level 1** - The user and/or the equipment coordinator contacts the MIS Help Desk. If the Help Desk is unable to resolve the problem, they contact the **Level 2** resource.

4.4.2.2 **Level 2** - MIS Technical Support Group (local, field, networking) provides on-site support as needed. If they are unable to resolve the problem, they will contact the **Level 3** resource.

4.4.2.3 **Level 3** - Assistance from outside vendors will be utilized to provide on-site specialized support.

- 4.4.3 Action Priority

All incoming help requests will be assigned one of three separate priorities, from Priority 1 (most important) to Priority 3 (least important). A

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priority assignment is the judgement call of the person staffing the Help Desk using the following criteria:

- 4.4.3.1 **Priority 1**
multiple users affected
communications down
immediate action taken
user is updated within 2 hours of initial call
all *priority 1* requests will be reported to the Manager of NTS
- 4.4.3.2 **Priority 2**
individual user affected
somewhat time sensitive
minimal impact to productivity
corrective action will be initiated within 2 days
- 4.4.3.3 **Priority 3**
new installation, cabling, enhancement/upgrade
not time sensitive
productivity not impacted.

4.5 Enforcement Authority

- 4.5.1 Primary enforcement of this policy involves the MIS Network Technical Support Group and the Web Administrator, who provide the administration for, and monitoring of Departmental hardware, software, and network guidelines.
- 4.5.2 The ISO (Information Security Officer) has been designated by the CIO to monitor and provide initial enforcement of DHHR's information security program and IT policies.
- 4.5.3 The ISL's (Information Security Liaisons) are employees assigned by the commissioner with each Bureau and/or Office to assist the ISO in the protection of information resources.
- 4.5.4 The OIG (Office of the Inspector General) has been designated by the Secretary of the DHHR as the primary authority to investigate any reported instances of Departmental employee misconduct.

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4.6 Violations and Disciplinary Action(s)

- 4.6.1 All suspected violations of this policy will be reported to a supervisor in the chain of command above the employee.
- 4.6.2 The supervisor or designee will review the facts and, if it is suspected that a violation may have occurred, the matter will be referred to his/her Bureau Commissioner or Office Director for appropriate action.
- 4.6.3 After reviewing all allegations, the Bureau Commissioners may refer the alleged abuse or misconduct to the ISO and/or the OIG as warranted for further investigation.
- 4.6.4 Employees who willfully or knowingly violate or otherwise abuse the provisions of this policy may be subject to: (1) progressive disciplinary action as outlined in DHHR Policy Memorandum 2104; or (2) criminal prosecution. Levels of discipline include the following:

- verbal reprimand
- written reprimand
- suspension
- demotion
- dismissal

5.0 DEFINITION OF TERMS

- 5.1 Chief Information Officer (CIO) - The director of MIS and the person responsible for all information resources within the DHHR.
- 5.2 Domain Name - A name that uniquely identifies an Internet host. Domain names are used to describe the source or destination of an Internet link.
- 5.3 Employee- Individuals employed on a temporary or permanent basis by the DHHR; as well as contractors, contractor's employees, volunteers, and individuals who are determined by the Bureau or Office to be subject to this policy.

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- 5.4 MIS Help Desk - The first level of support for network users. Help Desk support includes problem resolution, call escalation, vendor support, and customer relations.
- 5.5 MIS Web Administrator - A position appointed by the CIO. The Web Administrator manages the content of the Department's entire Internet Home page presence, determines the administrative needs and requirements for the Internet system, and works with the MIS NTS division to carry out and enhance the technical aspects of operating the network server.
- 5.6 Network and Technical Support (NTS) - This unit provides both first and second level support to all computer and network users throughout the DHHR.