

CITY OF CORAL SPRINGS  
**ADMINISTRATIVE POLICY MANUAL**

CHAPTER: 13 INFORMATION SERVICES DEPARTMENT

POLICY #: 13.01

SECTION: 01 DEPARTMENTAL COMPUTING

DEPARTMENT: INFORMATION  
SERVICES DEPARTMENT

SUBJECT: TABLE OF CONTENTS

EFFECTIVE DATE: November 1, 1998

CITY MANAGER: Michael S. Levinson

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CITY OF CORAL SPRINGS  
**ADMINISTRATIVE POLICY MANUAL**

CHAPTER: 13 INFORMATION SERVICES DEPARTMENT

POLICY #: 13.01.01

SECTION: 01 DEPARTMENTAL COMPUTING

DEPARTMENT: INFORMATION SERVICES DEPARTMENT

SUBJECT: 01 OVERVIEW

EFFECTIVE DATE: January 9, 2002

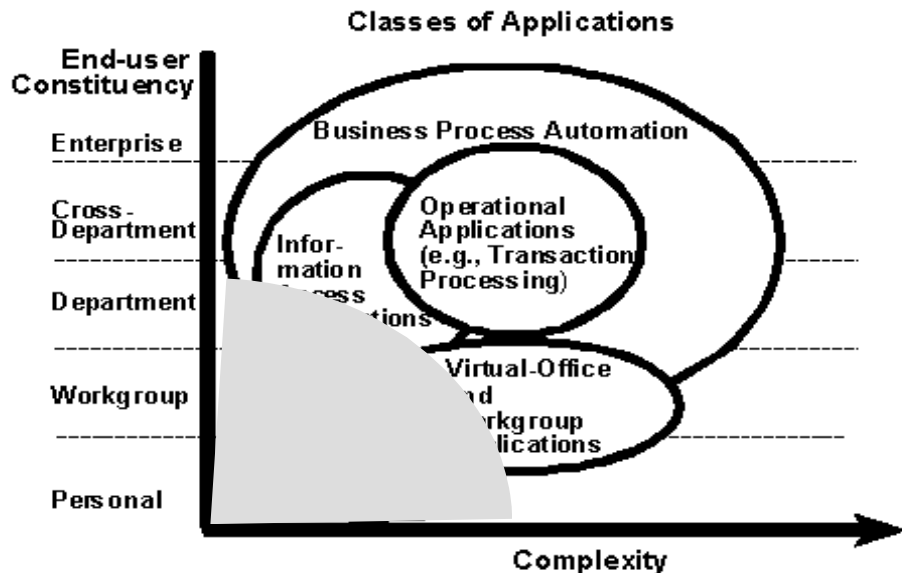
CITY MANAGER: Michael S. Levinson

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**INTRODUCTION**

The purpose of this section is to establish the ground rules for departmental computing. Within are policies, guidelines, and procedures that are to be followed in the conduct of departmental computing. It is fully expected that regular revisions be made to this section as the emergence of Information Technology (IT) tools and solutions continues.

Departmental computing can be described as the use of IT resources by **departmental staff** to increase **productivity** and/or create **information** for improved decision making, through the capture, analysis, and manipulation of **data**. Technology has sparked a revolution in the demand and delivery of information services within organizations. Neither the centralized, nor the decentralized service delivery model is exclusive of the other these days. Both are utilized in bringing the power of IT to bear in the City's programs and services.



SOURCE: Gartner Group

The graphic above illustrates how centralized and decentralized IT services coexist. The shaded area illustrates the type of applications that are the best candidates for departmental computing activities.

The **growth** in the use of PC's, e-mail, and the internet is **dramatically increasing** the number of personnel directly engaged in departmental computing. Likewise, new entrants in the work force are increasingly IT literate, and expect an increasing level of IT sophistication in the workplace. This growth greatly affects the demand for data, and the production of both data and information used for decision-making purposes within departmental settings.

## **RISK ASSESSMENT**

With the proliferation of departmental unit computing in the City, more and more processes and/or decisions now depend upon the availability and accuracy of their departmental computing activities. As a result, departments are increasingly more dependent on their staff's ability to create, analyze, revise, manipulate, manage, secure, and recover both their data and applications. This **growing dependence** is, and will continue to be, a challenge for management.

There is considerable business risk associated with the spiraling growth in departmental computing activities. Many of these risks are related to the inaccuracies and inefficiencies inherent to departmental computing. Inaccuracy is introduced by: using inaccurate data, misinterpreting data and/or processing results, or manipulating the data incorrectly. Obviously, business decisions based on **erroneous results** decrease the likelihood of making better decisions, and can **increase the City's liability**.

Inefficiency is introduced by: false starts or shelved attempts in developing applications, performing extraneous processing steps in applications, replicating data that is otherwise available, or replicating systems that currently exist. The business risk here is poor resource utilization. Any resultant **inefficiencies** increase application development and maintenance costs, and consequently, represent an **opportunity cost to the City**.

There are also organizational risks to departmental computing. As a department's dependence on these activities increases, their dependence on its staff also grows. Lack of adequately **trained staff** or **complete documentation** can negatively impact activities and/or decision making.

## **GUIDING PRINCIPLES**

The City's senior management is supportive of growth in departmental computing. However, they are adamant that these computing activities be necessary and cost effective. Therefore, the purpose of these policies and guidelines is to provide a **framework** for the **timely** implementation and ongoing management of **legitimate, cost effective** departmental computing **solutions**.

There are **three** guiding principles that serve as the foundation upon which these policies and guidelines are built.

**1. Departmental Initiatives**

Departments have decision making authority in the acquisition and use of approved business unit computing tools, as long as the use: does not duplicate a currently available application; is confined to intra departmental issues; and requires only its resources (funds and staff).

**2. Business Solutions**

Departmental computing expenditures are viewed as part of an overall solution, where a business case with documented scope, costs, and benefits can be made. A payback period of two years serves as one of the base criteria.

**3. Technically Compliant**

Departmental computing efforts need to complement and integrate with the City's evolving Information Technology (IT) environment. The inability to integrate new technologies over time, limits the return on IT investments.

Use of departmental unit computing resources to solve business problems introduces a new set of responsibilities to departments. When installing applications using prepackaged software, or developing applications via general purpose software products, departments should be aware of, and adhere to, these policies and guidelines.

## **STANDARDS**

The consistent use of hardware and software standards in departmental computing pays long term dividends. Standards make it possible to: deliver better and more cost effective support; provide integration and migration paths; reduce training costs; share product knowledge among staff; achieve intra/inter departmental cross training; and maintain compatibility in a dynamic and diverse environment. Hardware and software standards are further discussed in this section, and in Appendix A and Appendix B.

If an important need can be met only through the use of a non-standard product, exception to the standard is possible. However, in cases where a standard product is capable of functionally meeting the need, the use of the standard product is required.

Departmental computing initiatives must be capable of being integrated with the City's architecture, most often the wide area network (WAN) and/or local area network (LAN) environments. Products offering direct connectivity advantages and feature compatibility with the City's infrastructure are given preference.

## APPLICATION FIT

Departmental computing is recognized by the City as an effective activity that will be promoted for justifiable use within the City. Justifiable uses are those that effectively solve a business problem involving productivity or information availability; or provide some other tangible benefits. General guidelines used to determine whether or not an application is a legitimate departmental computing activity are outlined below.

1. There should be at least one identifiable application need with some definitive benefit. Efforts should not be initiated based upon the promise of potential, unspecified benefits.
2. The application needs should be capable of being met through the use of prepackaged application software or general purpose software tools. There should not be a need for extensive system development work.
3. The needed application service should be one that is not currently available anywhere else in the City.
4. Planned applications should not be involved in maintaining large databases or accessing databases across departmental boundaries. Applications should be utilized primarily for restricted or local interest only.
5. **No** additional personnel should be required as a result of the applications being implemented. Management and staff will be required to accept responsibilities to sufficiently support the on-going use of the application.
6. Applications requiring extensive: 1) data entry, 2) data storage, or 3) data processing operations should not be considered appropriate. Any such applications should be carefully evaluated, since it may be that some other form of processing support would better serve the department's needs.

## **INFORMATION SERVICES RESPONSIBILITIES**

Information Services provides departmental computing support via problem resolution, internet security, LAN/WAN design and management, procurement assistance, data administration, general consulting, selection and installation of hardware and/or software. IS maintains sole responsibility for:

providing services that meet or exceed established Service Level Agreements (Appendix E).

designing and maintaining the local area network (LAN) hardware and software;

integrating host and PC based applications with LAN's;

maintaining licenses of software resident on LAN and application servers;

designing and maintaining the wide area network (WAN) environment;

integrating LAN's and host computing platforms into the WAN;

performing or coordinating daily backup of LAN/WAN servers for disaster recovery purposes;

performing LAN and WAN security and administration functions;

administering and coordinating third party hardware maintenance agreements;

administering and coordinating third party voice and data wiring agreements;

administering and coordinating third party software training agreements;

establishing and maintaining defined standards and products for host, PC, LAN, and WAN computing environments;

establishing and maintaining standards regarding connectivity of PC's, LANS, application servers and host computers;

maintaining an inventory of host, LAN, and WAN network hardware and software and;

maintaining and testing disaster recovery plan and procedures relative to host, LAN, and WAN computing environments.

## DEPARTMENTAL RESPONSIBILITIES

Departments engaging in departmental computing activities must recognize the commitment necessary to realize any associated benefits. The justification, proper management and operation of departmental computing facilities and applications, are relatively new responsibilities. More specifically, these departmental responsibilities include:

providing a liaison to coordinate Information Services support and perform first level support of departmental staff in the use of application functions and features;

identifying application needs that are both legitimate departmental computing activities and cost justifiable; (see preceding Application Fit section)

verifying the output of departmental computing efforts to insure accuracy and authenticity;

controlling access to, and use of, departmental computing facilities;

enforcing the City's departmental computing policies, standards, and guidelines throughout the department;

maintaining and testing disaster recovery procedures for departmentally housed data and applications that are not LAN based;

when required, converting data and/or applications when migrating to new hardware or software;

maintaining a departmental inventory of PC hardware and software;

budgeting and providing an adequate supply of accessories (paper, ribbon, diskettes, etc) required for operational use;

budgeting for and upgrading of non-standard software as new releases become available;

budgeting for and training of employees in the use of departmental applications, hardware, and software;

initiating the replacement of hardware and software products;

budgeting for the implementation and maintenance costs associated with new departmental computing applications; and

coordinating the administration of the LAN relative to departmental access rights.

**ADMINISTRATIVE REPEAL:**

This policy replaces and supersedes all prior policies on this topic.

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Michael S. Levinson  
City Manager

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Date

CITY OF CORAL SPRINGS <b>ADMINISTRATIVE POLICY MANUAL</b>	
CHAPTER: 13 INFORMATION SERVICES DEPARTMENT  SECTION: 01 DEPARTMENTAL COMPUTING  SUBJECT: 02 PROCESS	POLICY #: 13.01.02  DEPARTMENT: INFORMATION SERVICES DEPARTMENT  EFFECTIVE DATE: November 1, 1998  CITY MANAGER: Michael S. Levinson  PAGE 1 OF 4

### **Information Services Help**

There are several ways requests for Information Services assistance can be initiated. Select the way(s) that best fits the situation. In low priority, non-time constrained instances use the most convenient method. However, in high priority, time critical situations utilize as many ways as necessary to make sure Information Services understands the urgency of the request.

All types of requests can be routed to the Information Services Help Desk, at 954-344-1081. During normal business hours (0730 - 1730, M-F) the Information Services goal is to answer calls before they roll over to voice mail. Don't just leave a voice mail message, if you have a high priority problem, try another means.

All types of requests can be addressed to the "fixit" e-mail box. The mailbox is monitored throughout the business day. Initial response varies based on priority of the request. Refer to Appendix E "Service Level Agreements", Problem and Demand Request sections to determine the expected response for a specific priority.

Calling an IS staff member directly is discouraged unless the previous attempts to initiate a request were unsuccessful. However, leaving voice mail or e-mail messages for an individual during problem situations is not advised.

Personal visits are welcome, but due to the time consuming nature, are not recommended unless other attempts have not been successful.

After hours support is limited to those applications and services that have been designated as requiring extended support. Refer to "System Availability" (Appendix E) to determine which applications and services are supported after hours. Additional after hours support can be negotiated for a production application or service on a case-by-case basis.

After hours support is initiated by calling the Help Desk telephone number (954-344-1081). When calling outside of business hours an automated attendant directs calls to the appropriate IS staff member

on call. Escalation information is also provided in cases where the response does not meet the priority.

## **Acquisition Approval**

The approval and acquisition process for hardware and software varies based on the total cost of the business **solution**. Use the examples below to determine which process applies to a given situation.

1. Solutions that cost in excess of \$10,000 and/or require more than 5 days of Information Services staff time need to be included in the Information Services development work program. Typically, these projects are funded via the Strategic Planning process (Business Plan and/or CIP).
2. Solutions that only require standard software products, (Appendix B) which cost under \$500.00 can be purchased directly.
3. Solutions that require the replacement of existing hardware and software outside the normal budget process require Department Director approval, and Information Services endorsement. Refer to the “Acquisition” procedures section below for additional information.
4. Solutions that require additional standard hardware (Appendix A) under \$500.00 need Information Services endorsement. Refer to the “Acquisition” procedures section below for additional information.
5. Solutions that do not fit in any of the above examples require Department Director approval, via a Business Unit Computing Request form (Appendix D), and Information Services endorsement. Refer to the “Acquisition” procedures section below for additional information.

## **Acquisition Procedures**

This procedure outlines the steps necessary to initiate the acquisition process. There are various approval paths (described above) that departmental computing requests can take. Departmental approval is required in all cases, and Information Services endorsement is required when non-standard products are involved.

The purpose of the Information Services review of standard hardware and all non-standard products is to assure the compatibility and integration of the products. Additionally, all non-standard products are reviewed to validate use and need (if deviating from an existing standard), and to determine support agreements, if any.

Below are the steps to secure Information Services endorsement and initiate the acquisition process. If a Business Unit Computing form is not required (see Acquisition Approval, #5), Departments submit request for Information Services endorsement via e-mail. If a Business Unit Computing form is required, no final action can take place until IS receives this information.

Upon approval, IS notifies requestor and Purchasing, via e-mail, referencing the completed work request. The requesting department creates purchase requisition(s). In order expedite processing, departments are encouraged to include the Information Services work order number on their purchase requisition(s). Purchasing then processes departmental requisition(s).

### **Disposition**

Disposition of obsolete or non-repairable hardware is to follow the same procedure as any other asset. However, a recent interpretation of Florida statutes considers **software a public record**. Therefore, obsolete software must follow disposition procedures like any other public record. Consult with City Clerk's Office for further guidance.

### **Replacement**

The underlying basis of the replacement policy is “**got one, get one, give one**”. In order to receive a replacement product there must be an existing product (got one). When the replacement product is installed (get one), a like or similar product (not previously replaces) must be returned (give one).

There are two ways to replace departmental computing equipment. The preferred method is via the Strategic Planning process. Beginning in FY99, replacement of this equipment follows the same model recently adopted for vehicle replacement.

Early in the budget process departments review existing equipment inventories and identify those items that need to be replaced. This equipment is then included in a CIP request for the upcoming FY, which is subsequently approved by Budge as to the “who, what, where” details. All new purchases are then funded via the Equipment Replacement Fund, on a pay as you go basis.

The second method is intended to handle exceptions to the method described above. The most probable scenario being the replacement of malfunctioning equipment outside of the planning cycle. Departmental funding, Department Director approval, and Information Services endorsement are required to replace equipment outside of its scheduled replacement.

### **Maintenance**

Typically the purchase of an extended warranty matches the expected life cycle for that type of equipment. As warranty periods expire for equipment that is still being used, third party service

providers are to be used for maintenance on a time and materials basis.

Information Services is to be notified of hardware malfunctions prior to calling a third party vendor for service. Report such problems as they are encountered, and document all error messages and/or symptoms. Refer to the “Information Services Help” procedure section for additional information.

Information Services attempts to eliminate non-hardware related problems, before initiating a service call. If equipment is no longer under warranty, IS secures departmental approval before authorizing time and materials maintenance. Departments are responsible for the costs associated with time and materials maintenance services.

A work order is issued (by IS) when time and materials maintenance services are required. The work order includes: number, location, contact person, inventory designator, and department code. These work order numbers are also to be the basis for recording, authorizing, and tracking the work of the maintenance provider. For each work order, the provider determines the cause of the problem, and informs the departmental contact person of the total cost to resolve the problem. The contact person then secures a decision, both departmentally and with IS, whether or not to authorize the repair.

**ADMINISTRATIVE REPEAL:**

This policy replaces and supersedes all prior policies on the topic.

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Michael S. Levinson  
City Manager

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Date

CITY OF CORAL SPRINGS <b>ADMINISTRATIVE POLICY MANUAL</b>	
CHAPTER: 13 INFORMATION SERVICES DEPARTMENT  SECTION: 01 DEPARTMENTAL COMPUTING  SUBJECT: 03 USAGE	POLICY #: 13.01.03  DEPARTMENT: INFORMATION SERVICES DEPARTMENT  EFFECTIVE DATE: January 9, 2002  CITY MANAGER: Michael S. Levinson  PAGE 1 OF 5

**Hardware**

1. PC's and related equipment are provided for City business only. Personal or other non-City business use is not authorized.
2. The use of personal or other non-city hardware is not authorized for City business or on City premises without approval of the department director.
3. Since PC's are purchased for specific business needs, they are not to be moved from their approved business locations unless for City business. This restriction applies to software, programs, documentation, data, and equipment.
4. The use of city provided equipment at home, during off hours, for City business purposes requires Department Director approval. Pre-approval by the Human Resources Director is also required for non-exempt employees to assure Fair Labor Standards Act compliance. Employees should be advised as to their liability for damages outside of normal wear and tear.
5. Installation of additional hardware and/or components on a City PC without IS endorsement is likely to result in interruptions in one or more supported production services. In these situations the client PC will most likely be recovered to a base configuration, which may result in the loss of custom settings.

**Software**

1. PC software is provided for City business only. Personal or other non-city business is not authorized.
2. Only software purchased or otherwise legally acquired by the City is to be used on the City's PC's. The use of personal or other non-city software is not authorized.
3. Any software or application developed at or for the City is the property of the City, and

is not be sold or given to anyone without Department Director approval.

4. The City must comply with purchased software copyright provisions. The use of non-licensed software is not authorized.
5. Installation of additional software and on a City PC without IS endorsement is likely to result in interruptions in one more supported production services. In these situations the client PC will most likely be recovered to a base configuration, which may result in the loss of custom settings.

## **E-mail**

1. E-mail is provided by the City as a communications tool to be used to facilitate service delivery and/or business operations. Consequently, its use and content are subject to the State's Public Records Laws. Refer to E-Mail Administrative Policy # 01.03.01.02 for guideline pertaining to e-mail records retention . Ultimately, employees should not expect privacy, and are responsible and accountable for their usage.
2. A Bulletin Board is available for sharing or soliciting information that does not pertain to City business among employees.
3. Employees should use the password protection feature to preclude anyone else from using their e-mail while they are logged on, but away from their desk.
4. Employees should use “rules” to alert others when they will not be reviewing their e-mail regularly.
5. Employees should not delete e-mail from their “Trash” folder.
6. Everyone with e-mail privileges in the City’s internal mail system can send and receive e-mail via the internet. The internet e-mail address consists of two components in the form of a *mailbox in a post office*. In the example below “jsmith” is the mailbox and “coralsprings.org” is the post office.

[jsmith@coralsprings.org](mailto:jsmith@coralsprings.org)

The preferred post office (URL) for internet usage is [www.coralsprings.org](http://www.coralsprings.org). The “ci.coral-springs.fl.us” URL is still a valid post office.

The preferred mailbox designation for internet usage is first initial then last name as illustrated in the above example (jsmith). Your e-mail “user id” is still a valid mailbox designation (ISJLS).

7. Inbound and outbound internet e-mail attachments are subject to delivery delays during business hours. Between 0630 and 1730 on workdays attachments larger than 10 MB are detained, and scheduled for delivery outside of these time frames.

## **Internet**

1. Internet access is provided for City business use. However, personal use is authorized as long as it does not interfere or conflict with business use, nor increase City's costs. Ultimately, employees should not expect privacy and are responsible and accountable for their usage. Some obvious examples of what is **not** reasonable includes, but is not limited to the following.
  - Visiting sites and/or sending or receiving any material that is obscene or defamatory or which is intended to annoy, harass or intimidate another person.
  - Soliciting business for personal gain or profit.
  - Representing personal opinions as those of the City.
  - Making or posting indecent remarks, proposals, or materials.
  - Extensive use outside of business hours or while not on duty.
2. Use of the citywide Internet Service Provider (ISP) is the standard access mechanism. For security reasons the use of alternative communications links (modems, circuits, or providers) for Internet access is granted only on an exception basis. Its use requires special approval from the Department Director and Information Services endorsement. Use of a Business Unit Computing Request form (Appendix D) is the mechanism for securing these approvals.
3. The Communications and Marketing department is coordinating web page development and managing its content. The development and deployment of web pages requires their coordination and endorsement.
4. The use of the internet "instant messaging" feature on network attached clients results in service interruptions to supported production services. **DO NOT USE** "instant messaging" via the internet.
5. Because streaming video and audio via the internet can impact the City's network performance, a maximum bandwidth of 128kb will be allocated to carry this data. Applications that need additional bandwidth require Department Director approval and IS endorsement. Submit a Business Unit Computing Request form (Appendix D) to secure these approvals.

## **Internet Security**

All internet traffic is subjected to screening processes to protect the integrity of the City's computing environment from unauthorized use and/or malicious attack. In some cases legitimate traffic/use may be thwarted. Information Services can work with involved parties to achieve the desired result on a case-by-case basis.

The "Firewall" is the interface point between the City's private network and the internet. It plays a key role in safeguarding the City's private infrastructure, applications, and services from the public domain of today's internet. Below are several functions performed by the Firewall.

- Screens all incoming internet traffic and denies access to invalid or non-supported internet services (FTP, TELNET, WWW, etc).

- Scans all incoming traffic (not denied above) for malicious content in multiple ways. Suspicious traffic is quarantined.

- Routes world wide web (www) traffic attempting to access City's valid enabled services (mycsaccess, e-mail, etc).

Additional authentication and access privileges are enforced at the internet enabled service. Incoming E-mail is also subjected to more extensive checks to minimize malicious and/or unwanted content.

#### Virus Scanning

- Malicious content is quarantined.

- Zip files are quarantined for 3 days to allow most current anti-virus software to deploy.

- IS forwards quarantined zip files to addressee(s) after 3 days.

#### Profanity Filter

- Content that contains words or phrases from a list is quarantined.

- IS maintains list of words to suppress.

- Customers can submit fixit to request additions/deletions be made to list.

#### SPAM Filter

- Content that resembles SPAM is quarantined.

- IS maintains levels of SPAM suppression to enforce.

- Customers can submit fixit to request additions/deletions of SPAM.

IS reviews and manages the quarantined material. Notice of quarantine is not provided even if addressee is known. Customers can submit fixit to request search and release of quarantined objects from a trusted source, if they believe an object is being held.

**ADMINISTRATIVE REPEAL:**

This policy replaces and supersedes all prior policies on the topic.

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Michael S. Levinson  
City Manager

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Date

CITY OF CORAL SPRINGS <b>ADMINISTRATIVE POLICY MANUAL</b>	
CHAPTER: 13 INFORMATION SERVICES DEPARTMENT  SECTION: 01 DEPARTMENTAL COMPUTING  SUBJECT: 04 ADMINISTRATION	POLICY #: 13.01.04  DEPARTMENT: INFORMATION SERVICES DEPARTMENT  EFFECTIVE DATE: August 1, 1997  CITY MANAGER: Michael S. Levinson  PAGE 1 OF 3

### **Training**

Proper training is crucial to the successful use of any computer and/or application. Consequently, it is imperative that appropriate staff becomes familiar with all products, services, and applications that they use. *Training costs are part of the overall solution and cost benefit analysis.*

Information Services coordinates with third party training sources for continuing education of staff in standard, general purpose software tools. Departments are responsible for funding their staff's participation in these classes.

### **Physical Security/Access**

Departments should be aware of, and adhere to, the following guidelines related to departmental computing resources and activities.

1. Only those *applications approved* by management are to be *used* by staff.
2. Departments are to ensure that the *hardware is maintained* in good working order.
3. Departments are to ensure that *software license and media is physically protected* so that unauthorized use does not occur and vendor *copyrights are preserved*.
4. Departments are to ensure that their *equipment is not exposed* to temperature extremes, dust, smoke, or other contaminants. Objects are not to be placed on printers, keyboards, and monitors. Drinks and food should be kept away from equipment or storage media.

### **Data/File Management**

In many cases staff determines the storage location of their files and/or application data, with the basic options being server or PC. Since all files stored on a file server are included in that server's daily backup, it is strongly recommended that departments encourage staff to store data and applications on a file server.

Management of files is a departmental responsibility when files are stored locally on PC's (desktop or laptop). When files are stored locally, the departments should consider the following when formulating specific file management procedures.

1. The importance of regular backup cannot be overstated. Program backups should take place upon acquisition, modification, or installation of a new release. At least two backup copies should be made. Each copy should be stored securely and in different locations, one of which should be a remote location.
2. The frequency of data backup is application dependent. Key determinants include: frequency of update (daily, weekly et al); volume of update (few records, some, all); update processing time (seconds, minutes, hours); and availability of paper trail (source documents, audit reports). The driving consideration must be the availability of data. In order to restore from the latest backup to the present, the data processed in the interim must be available for reprocessing.
3. Internal and application *controls* should be in place so that the integrity of the data can be maintained at all times. *Data integrity* means that the data used by the application programs can be verified, and that its output can be proven accurate.
4. The *recovery of data* and applications in emergency situations (hard drive problems, virus infection, fire, water, etc) is an important consideration. Data and applications not stored on servers are subject to whatever backup and restore method the department employs. Loss of data related to updates since the last backup occurs, if the source of these updates cannot be reproduced.

## **Application Development**

The time/cost of developing applications without general purpose software is costly and risky. The trend towards business unit computing is a direct result of the proliferation of general purpose software. At least *two* people in each department should be *trained* on all applications, software, and equipment being utilized.

Whenever possible, standard hardware and software products are to be utilized when implementing applications. Although these standards are suitable in most cases, there can be exceptions. It is

incumbent upon departmental staff to define the reasons *for an exception* to these standards.

Departments should *avoid* creating situations where operations are adversely impacted because of *inadequate staff* support for internally developed applications. If internal staff support of such applications is not sufficient, the City can quickly experience a support liability that may outweigh benefits derived through business unit computing efforts.

Applications developed for operational use are to be *documented* by departmental staff. Refer to Appendix C for specific documentation requirements. Likewise, all applications (developed or purchased) must be *tested* by departmental staff with representative type sand volumes of data. The test results should be compared and reconciled with a set of known results.

### **Liaisons**

Departments are to provide one or more **liaisons** to interface with Information Services, for the express purpose of **increasing** the **value** of its IT investment. The overall intention of this concept is to create a win/win situation for the department and Information Services. Though their roles can vary considerably among departments, coordination of Information Services is the liaison's common thread.

There are a numerous other duties liaisons may be asked to perform. Some departments may utilize the liaison(s) in **fulfilling its** business unit computing **responsibilities** outlined in section (13.01.01). For those departments and/or divisions that are particularly dependent on IT resources to perform critical activities, the liaison(s) may provide **first level support** entirely.

The use of the liaison(s) in development projects is not uncommon. Their participation during design and implementation **enhances** the project's probability for **success**, and the application's resultant **value** and operational life. Likewise, the liaison(s) bring similar benefits to departmental computing activities by directly or indirectly (assisting others).

### **ADMINISTRATIVE REPEAL:**

This policy replaces and supersedes all prior policies on the topic.

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Michael S. Levinson  
City Manager

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Date

CITY OF CORAL SPRINGS <b>ADMINISTRATIVE POLICY MANUAL</b>	
CHAPTER: 13 INFORMATION SERVICES DEPARTMENT  SECTION: 01 DEPARTMENTAL COMPUTING  SUBJECT: 05 APPENDICES	POLICY #: 13.01.06  DEPARTMENT: INFORMATION SERVICES DEPARTMENT  EFFECTIVE DATE: August 22, 2000  CITY MANAGER: Michael S. Levinson  PAGE 1 OF 16

**APPENDICES:**

- A. Standard Hardware
- B. Standard Software
- C. Application Documentation Standards
- D. Business Unit Computing Request
- E. Service Level Agreements

### A. PC Hardware Standards

#### 1. Network Certified

	<b>Notebook (Home/Office Use)</b>	<b>Desktop</b>	<b>Power User PC ** determined by BUC Form**</b>
<b>Make &amp; Model</b>	<b>Dell Latitude C260, P4 2.2 Gig</b>	<b>Optiplex GX 260, PIV 2.4 Gig</b>	
<b>Memory</b>	<b>256 MB</b>	<b>256 MB</b>	
<b>Disk Size</b>	<b>20 GB</b>	<b>20 GB</b>	
<b>Sound</b>	<b>BUILT IN</b>	<b>BUILT IN</b>	
<b>CDROM</b>	<b>CDROM/DVD</b>	<b>CDROM/DVD</b>	
<b>Ethernet / Modem</b>	<b>3COM 10/100 internal (built in 56K Modem)</b>	<b>Internal 3COM</b>	
<b>Monitor</b>	<b>17" Dell XGA TFT</b>	<b>17"Dell XGA or 15 flat screen (add \$350.00)</b>	
<b>Dock</b>	<b>Port Replicator</b>		
<b>Est Price</b>	<b>\$2500.00</b>	<b>\$1340.00</b>	

#### 2. Printers

<b>Network Normal Use</b>	<b>Network High Volume/Heavy Use</b>
<b>HP Laserjet 4100 TN 25 ppm, 32Meg Ram, NIC card, 2,250 sheet trays FLA State Contract = \$1650.00</b>	<b>HP Laserjet 8150DN (duplex included) 32 ppm, 166 mgz, 500 sheet tray, 10/100 NIC Card Fla State Contract = \$2617.00</b>

<b>HP Duplex Assembly Tray = \$290.00</b>	<b>Maint. Kit (required) = \$290.00</b>
<b>HP Power Envelope Feeder = \$262.00</b>	<b>HP Power Envelope Feeder = \$310.00</b>
	<b>2000 Sheet Input Tray = \$676.00</b>
<b>Warranty Upgrade/on site/3 yr = \$320.00</b>	<b>Warranty Upgrade/on site/3 yr = \$699.</b>

## **B. PC Software Standards**

In order to maintain some degree of **quality, consistency, and compatibility** in the use of PC software products throughout the City, a limited set of products are supported. The current list of PC based software represent the current standard products.

<u><b>Category</b></u>	<u><b>Products</b></u>
AS/400 Connectivity:	Client Access Express
Computer Aided Design:	AutoCADD
Electronic Mail:	GroupWise
Scheduling	
Calendaring	
Palm pilot synchronization	Syncwise Pro
Ipaq CE Synchronization	MS Activesync running on Win2K Pro
Fax	Fax Sr.
File Transfer:	Explorer(network) Win2Data Winzip
GIS	ARCINFO ARCVIEW
Internet Browser	Explorer 5.1 +
Network Management:	CiscoWorks Netwatcher Sniffer (WAN protocol monitor), Symantec Enterprise Firewall Telemate (statistics)
Network Operating System:	Novell NetWare 5.11
Office Suite	MS Office 2000 Pro
Database	
Word Processing	
Spreadsheet	
Presentation	
PC Operating System:	Win98 = desktop Windows 2000 Pro = laptop
Paging:	Pagenet Pro

Remote Communications:	Procomm Plus (in/out) Metaframe Shiva
Security:	Poedit (desktop) NetWare NDS (server)
Virus:	Symantec Enterprise Antivirus Commandcom
Voice Response	Direct Talk

### C. Application Documentation Standards

The need for departmental management to ensure that all applications are properly documented cannot be emphasized too strongly. Proper documentation is of vital importance to guard against problems caused by the loss of a key person, and as a means of managing PC usage.

All applications are to be listed in a departmentally maintained inventory for control and management purposes. In addition, each application is to be individually documented. Typically, much of this documentation will accompany an application software product, but **internally developed applications** must be entirely self-documented. This documentation should include the following items:

#### **Introduction**

Business Case  
System Overview  
Process Overview

#### **Functional System Information**

Process Narratives/Flows  
Inventory of Functions  
Access/Exit  
Backup Procedure  
Recovery Procedure

#### **Technical System Information**

Inventory of Files  
Inventory of Reports  
Inventory of Data Elements  
Inventory of Programs  
Inventory of Screens  
Report Samples  
Form Samples

Essentially, the documentation should permit someone unfamiliar with the application to quickly gain sufficient knowledge to operate, troubleshoot, or modify the application.

## D. Business Unit Computing Request

### BUSINESS UNIT COMPUTING REQUEST

Requestor Name: \_\_\_\_\_

Date: \_\_\_\_\_

Department/Division \_\_\_\_\_

Phone No: \_\_\_\_\_

Requestor Signature \_\_\_\_\_

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**INSTRUCTIONS:** Provide responses to each of the items below, in sequence and in a clearly marked fashion. Submit your request to IS marked ABUC≡.  
( Refer to sample request on reverse side.)

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1. Identify the hardware and software products being requested.  
(Attach applicable vendor quotation or IS estimates, if any).
  2. Describe the business process(es) in which these products will be utilized.
  3. Indicate shortcomings and/or problems associated with the current process(es).
  4. Describe how the process(es) would be impacted by the proposed solution.
  5. Describe and quantify the benefits associated with the proposed solution. (See reverse side for benefit considerations).
  6. Describe and quantify the implementation and general operating costs associated with this solution. (See reverse side for cost considerations).
  7. Indicate the locations where the requested products will be installed.
  8. Identify the individual(s) that will use these products and their training requirements.
  9. Identify the volume of data, by processing frequency, to be utilized in the proposed solution.
  10. If non-standard hardware/software products are requested, describe your unique needs and where the requested products are being used successfully to satisfy like needs.
- 

I have reviewed this request and endorse it as being a cost effective solution to a recognized departmental need.

\_\_\_\_\_  
(Director Signature)

Date: \_\_\_\_\_

**BENEFIT CONSIDERATIONS**

**COST CONSIDERATIONS**

Increased productivity.  
More timely detection of exception conditions.  
Reduced material/form costs.  
Reduced equipment costs.  
Reduced labor costs.  
Avoidance/deference of additional costs,  
Improved service to customers.  
Improved analytical and planning capabilities  
Increased accuracy of data.

#### IMPLEMENTATION

Hardware Acquisition  
Software Acquisition  
Training  
Facility Renovation  
Staff/Consultants  
Office Equipment Acquisition  
Data/Program conversion

#### OPERATING

Hardware Maintenance/Replacement  
Software Maintenance or Lease  
Operational Supplies  
Staff/Consultants  
Training

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### **SAMPLE REQUEST**

1. *This request involves Internet access via the citywide provider.*
2. *Internet will provide access to technical information and experts required for planning and troubleshooting. Currently calls are made to specific people in specific organizations (Motorola). Depending on accessibility, time varies from hours to days to complete a request.*
3. *The current shortcomings include:*
  - a) *broad disparity in cycle time (1 hour to 4 days);*
  - b) *requires person-to-person contact; and*
  - c) *limited resource pool.*
4. *Through the use of Internet resources a much broader pool of resources will be available via bulletin boards, e-mail, and web pages. A request made to several sources should reduce the cycle time of the average request. The interactive nature of the Internet should eliminate the need for person-to-person contact with information providers.*
5. *Given one request per day with an average response time of 4 hours, 1000 hours per year are currently being expended. Assuming a 50% decrease in cycle time, 500 hours per year are available for other purposes (potential productivity increase). At \$25 per hour, this represents a \$12,500 potential benefit.*
6. *No costs related to additional hardware, facility renovation, or training are expected.*
7. *The requested access will be for Matt Stillwell, Communications Administrator for Police and Fire, located on the third floor of the Public Safety Building.*
8. *There are no training requirements for Matt Stillwell on the use of Internet.*
9. *An average of one request per day is expected. Internet access time is expected to be 5-6 hours per week.*
10. *Not Applicable*

## E. Virus Handling

### Symptoms

- Unexpected changes in file size and update date.
- Unexpected changes in PC interrupt vectors.
- Unaccounted use of system memory.
- Computer speed reduced for no apparent reason.
- Longer load time of software.
- Computer hangs up doing normal tasks.
- Hard drive/floppy drive access lights remain on longer than usual.
- Unexpected messages/characters displaying on monitors/printouts.
- Unexpected problems coinciding with special dates or holidays.
- False operating system messages coming from normal activities.
- Patterned malfunctions to a previously normal functioning system.

### Precautions

- Identify and train departmental staff on virus protection methods.
- Make a checklist of virus symptoms accessible to staff.
- Develop the habit of shutting down the PC prior to leaving it unattended.
- Screen all files with virus detection software prior to installation or import from other locations (including product demos).
- Always install software from original system disks.
- Insure that original software diskettes are write protected and stored in a secure place.
- Insure that PC's with hard disks are backed up frequently enough to satisfy disaster recovery purposes.
- Refrain from booting PC's with a diskette in ready mode.
- Perform a virus scan of diskettes and local hard drives after modem usage, and on a periodic basis.

## F. SERVICE LEVEL AGREEMENT

### *Applications / Services - Availability and Support*

*Availability and Support for Business Application and Shared Network Services. Availability may be limited by the availability of Network Infrastructure at your location.*

<i>Status</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
				<i>From</i>	<i>To</i>	
Active	<b>App: CassWorks</b> Provides Camera-based sewer system diagnostics and tracks work requests for water/sewer system repairs			Not	Trkd	Not Supported
Active	<b>App: Coral Springs False Alarm Tracking</b> In-house application for tracking false alarms. Interfaces with Dispatch and Accounts Receivable. Requires City Hall and Records AS400s to be operational to transfer data.	<b>ALARM</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active	<b>App: FaxSenior</b> Provides online faxing of network documents and AS400 Reports	<b>FAX</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active	<b>App: Gasboy</b> Fuel Dispensing/Tracking	<b>GAS</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active	<b>App: H.T.E. Accident Tracking</b> Traffic Accident Tracking	<b>ACC</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active	<b>App: H.T.E. Accounts Receivable</b> Provides miscellaneous customer billing, account tracking. Also interfaces with Code Enforcement and Work Order systems	<b>AR</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active	<b>App: H.T.E. Applicant Tracking</b> Tracks employee requisitions and applications for employment	<b>AT</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active	<b>App: H.T.E. Building Permits</b> Tracks building permit/inspection activities	<b>BP</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm

<i>Status</i>	<i>Include In Sys Avail</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
					<i>From</i>	<i>To</i>	
Active		<b>App: H.T.E. Cash Receipts</b> Accepts miscellaneous cash receipts and receipts for the following systems: Building Permits, Occupational Licenses, Accounts Receivable, Utility Billing	<b>CR</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Citation Tracking</b> Traffic Citation tracking.	<b>CIT</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Code Enforcement</b> Used for Code Enforcement, Fire Inspections and Neighborhood Preservation	<b>CE</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Computer Aided Dispatch</b> Tracks Police, Fire and EMS calls for service. Typically run from the CADSYS AS400 - Runs from RECORDS AS400 when CADSYS is unavailable.	<b>CAD</b>	<b>Application Services (IS02)</b>	0000	2400	Full Coverage 7x24
Active		<b>App: H.T.E. Crimes/Records</b> Crime/Arrest/Criminal Investigation and UCR (Uniform Crime Reporting)	<b>CMS</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. E911 Copyover</b> Copies E911 call info to Dispatch System	<b>CAD</b>	<b>Application Services (IS02)</b>	0000	2400	Full Coverage 7x24
Active		<b>App: H.T.E. Extended Reporting</b> Provides additional Financial Reporting Capabilities such as multi-year budget/expense comparisons	<b>ER</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Fire Incident Reporting</b> Fire Suppression incident tracking	<b>FI</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Fire Inspection Registration (OL)</b> Tracks Fire Inspection Registrations. Uses HTE Occupation License System	<b>OLFI</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Fire Inspections (CE)</b> Tracks Fire Inspections & violation processing via the HTE Code Enforcement System on the City Hall AS400	<b>CEFI</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm

<i>Status</i>	<i>Include In Sys Avail</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
					<i>From</i>	<i>To</i>	
Active		<b>App: H.T.E. Fire Prevention System</b> Used to run an annual report on 3 year-old data.	<b>FPS</b>	<b>Application Services (IS02)</b>	Not	Trkd	Not Supported
Active		<b>App: H.T.E. Fixed Assets</b> Tracks location, cost and depreciation for city assets	<b>FA</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Fleet Management</b> Tracks vehicle repair and fuel usage	<b>FM</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. GMBA</b> Governmental Management and Budgetary Accounting.	<b>GM</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Land Management</b> Tracks Site and Legal Address and links to the City GIS	<b>LX</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Neighborhood Preservation (OL)</b> Tracks Neighborhood Preservation Registrations. Uses HTE Occupation License System.	<b>OLNP</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Occupational Licenses</b> Tracks Occupational Licenses and Fire Inspection Registrations	<b>OL</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Payroll System</b> Tracks employee payroll and human resources information. Calculates paychecks	<b>PR</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Public Safety Paging System Interface</b> Interfaces between the Computer Aided Dispatch system and Messenger Plus to page employees to Police/Fire Events. Uses Messenger Plus.	<b>CADPG</b>	<b>Application Services (IS02)</b>	0000	2400	Full Coverage 7x24
Active		<b>App: H.T.E. Public Safety Personnel Management</b> Tracks Employee demographic and assignment info, equipment assigned.	<b>PM</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Purchasing/Inventory</b> Tracks purchase orders and requisitions and Central Stores Issues and Receipts	<b>PI</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm

<i>Status</i>	<i>Include In Sys Avail</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
					<i>From</i>	<i>To</i>	
Active		<b>App: H.T.E. Utility Billing System (CX)</b> Tracks and bills for water and sewer services within the City's water district	<b>CX</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: H.T.E. Work Orders/Facilities Management</b> Tracks requests for services, citizen complaints	<b>WF</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: Hummingbird DocsOpen Document Mgt System</b> Document Management System	<b>DOCS</b>	<b>Network Services (IS04)</b>	0230	2400	Business Hours  M-F 7:30 am - 5:30 pm
Active		<b>App: ICS FormsPrint (Virtual Forms Printing)</b> Forms Generation Software used for Utility Bills, paychecks, direct deposit forms, etc.	<b>FORM</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: National Fire Prevention Code Info</b>  Reads data from shared CD reader	<b>NFPC</b>	<b>Application Services (IS02)</b>	0000	2400	Limited Support (2nd Level) M-F 7:30 am - 5:30 pm
Active		<b>App: Optika Emedia Records Management System</b> Records Management software	<b>RMS</b>	<b>Application Services (IS02)</b>	0200	2200	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: Schlumberger EZRoute Meter Reading Software</b>  Interface software between the H.T.E Utility Billing and the Schlumberger Handheld devices	<b>WMR</b>	<b>Application Services (IS02)</b>	0200	2300	Business Hours  M-F 7:30 am - 5:30 pm
Active		<b>App: Select-a-Seat Ticket System</b>  Access to Select-A-Seat Ticket System. Support is limited to ensuring that network infrastructure is operational.	<b>TIX</b>	<b>Network Services (IS04)</b>	Not	Trkd	Limited Support (2nd Level) M-F 7:30 am - 5:30 pm
Active		<b>App: Vermont Systems RecTrac P&amp;R Software</b> Tracks Parks and Recreation class/activity registration and facilities reservations.	<b>REC</b>	<b>Application Services (IS02)</b>	0230	2400	Extended Hours S-S 6:00 am - 11:00

<i>Status</i>	<i>Include In Sys Avail</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
					<i>From</i>	<i>To</i>	
Active		<b>App: VRU/Utility Billing Interface</b> Software on the AS/400 and the IBM DirectTalk which allows for Utility Billing inquiry via telephone	<b>VRU</b>	<b>Application Services (IS02)</b>	0500	2230	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: VRU-Inspection Results Entry Interface</b> Software on the AS/400 and the IBM DirectTalk which allows for Building Inspection Results Entry via telephone	<b>VRU</b>	<b>Application Services (IS02)</b>	0500	1600	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: VRU-Inspection Results Inquiry Interface</b> Software on the AS/400 and the IBM DirectTalk which allows for Building Inspection Results Inquiry via telephone	<b>VRU</b>	<b>Application Services (IS02)</b>	0500	2230	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>App: VRU-Inspection Scheduling interface</b> Software on AS/400 and VRU which allows for Building Inspection Scheduling via telephone	<b>VRU</b>	<b>Application Services (IS02)</b>	0500	2230	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: City-wide File Sharing (WAN)</b> Access to City Hall Data/Common Directory	<b>WAN</b>	<b>Network Services (IS04)</b>	0000	2400	Full Coverage 7x24
Active		<b>Svc: CJNET</b> Access to Criminal Justice Network	<b>CJNET</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: Dial-out Communication (Shiva)</b> Provides shared dial-out communications	<b>SHIVA</b>	<b>Network Services (IS04)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: Email (internal)</b> Access to in-house Email. Uses Novel Groupwise Email System	<b>EMAIL</b>	<b>Network Services (IS04)</b>	0200	2200	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: Email Access (external)</b> Access to send or receive email to external (non-city) locations. Subject to 10 MB size limitation during business hours.	<b>EMAIL</b>	<b>Network Services (IS04)</b>	0200	2200	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: FCIC</b> Access to Florida Crime Information Computer(?)	<b>FCIC</b>	<b>Application Services (IS02)</b>	0000	2400	Full Coverage 7x24

<i>Status</i>	<i>Include In Sys Avail</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
					<i>From</i>	<i>To</i>	
Active		<b>Svc: Geographic Information Systems</b> Access to the City's GIS	<b>GIS</b>	<b>Production Services (ISPS)</b>	0000	2200	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: H.T.E. Cad/SCA Interface</b> Interfaces between the SCA Message Switch and the H.T.E Dispatch System	<b>SCA</b>	<b>Application Services (IS02)</b>	0000	2400	Full Coverage 7x24
Active		<b>Svc: H.T.E. Premiere MDT (Mobile)</b> Access to MDT services (Police Dispatch communications, Car-to-Car communications)	<b>MDT</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: Internet Access</b> Internet Access	<b>WEB</b>	<b>Network Services (IS04)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: MyCSEmail</b> Provides web access to City Email. Backup not required (non-volatile).	<b>CSE</b>	<b>Network Services (IS04)</b>	0200	2200	Full Coverage 7x24
Active		<b>Svc: Paging Management</b>  Requires dial-out access. Support is limited to ensuring that network infrastructure is operational.	<b>PAGE</b>	<b>Network Services (IS04)</b>	0000	2400	Limited Support (2nd Level) M-F 7:30 am - 5:30 pm
Active		<b>Svc: REAP Real Estate Information.</b>  Telnet Access to Real Estate Info. Support is limited to ensuring that client software is properly installed and that network infrastructure is operational.	<b>REAP</b>	<b>Network Services (IS04)</b>	0000	2400	External Service Provider
Active		<b>Svc: Remote Desktop (Metaframe)</b> Allows remote access to As400 and desktop applications	<b>META</b>	<b>Network Services (IS04)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Active		<b>Svc: Server-level File &amp; Printer Sharing (LAN)</b> Allows file and printer sharing among devices connected to a common server. Hours vary by location.	<b>LAN</b>	<b>Network Services (IS04)</b>	Site	Hrs	Business Hours M-F 7:30 am - 5:30 pm

<i>Status</i>	<i>Include In Sys Avail</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
					<i>From</i>	<i>To</i>	
Active		<b>Svc: Telephone System</b>	<b>TEL</b>	<b>Telephone Services (IS03)</b>	0000	2400	Varies by Location/Service
		Ability to make and receive phone calls. AT&T PBX's are used at City Hall and the Public Safety Complex. A Northstar PBX is used at the Center for the Performing Arts. All other sites use BellSouth Essex Service. Center For the Arts Phone System problems and requests are made directly to BellSouth.					
Active		<b>Svc: Voice Mail</b>	<b>VM</b>	<b>Telephone Services (IS03)</b>	0000	2400	Varies by Location/Service
		Ability to retrieve phone messages. Audix Voice Mail is used at City Hall and the Public Safety Complex. ??? Is used at the Center for the Arts. All other sites use Essex for phone messaging. Center For the Arts Voice Mail problems and requests are made directly to BellSouth.					
Active		<b>Svc: Webpage/Aquatics</b>	<b>WEBAQ</b>	<b>Network Services (IS04)</b>	0000	2400	Limited Support (2nd Level) M-F 7:30 am - 5:30 pm
		Access to the Aquatics Center webpage. Hosted on an internal web server. Support is limited to ensuring that network infrastructure is operational.					
Active		<b>Svc: Webpage/City</b>	<b>WEBCT</b>	<b>Network Services (IS04)</b>	0000	2400	External Service Provider
		Access to the City's Main webpage. Hosted on an external web server. Support is limited to calling the Service Provider.					
Active		<b>Svc: Webpage/Tennis</b>	<b>WEBTN</b>	<b>Network Services (IS04)</b>	0000	2400	Limited Support (2nd Level) M-F 7:30 am - 5:30 pm
		Access to the Tennis Center webpages. Hosted on an internal web server. Support is limited to ensuring that network infrastructure is operational.					
Active		<b>Svc: WIN2DATA Real Estate Information</b>	<b>W2D</b>	<b>Network Services (IS04)</b>	0000	2400	External Service Provider
		GUI Access to Real Estate Info. Allows for property selection and label printing. Support is limited to ensuring that client software is properly installed and that network infrastructure is operational.					

<i>Status</i>	<i>Include In Sys Avail</i>	<i>Product Name</i>	<i>WFCode</i>	<i>IS Sponsor</i>	<i>Available</i>		<i>Support Level</i>
					<i>From</i>	<i>To</i>	
Proposed		<b>App: H.T.E. EMS Reporting</b> Emergency Medical Services incident tracking		<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Proposed		<b>App: H.T.E. Exposure Tracking (CE)</b> Tracks events and treatment actions for exposure to hazardous materials. Uses Code Enforcement System on Records AS400.	<b>CE</b>	<b>Application Services (IS02)</b>	0000	2400	Business Hours M-F 7:30 am - 5:30 pm
Proposed		<b>App: WebTrac</b> Allows web access to RecTrac Application.		<b>Application Services (IS02)</b>	0230	2400	Extended Hours S-S 6:00 am - 11:00
3 Proposed Products							

## Problem Severity

- . unscheduled interruption of a production service (voice, network, application)
- . performance goals - **97%** response & resolution

Severity	Description	Illustrative Example	Response	Resolution
1	System or component down or degraded, critical business impact, no alternative available	Server, AS400, or network infrastructure down, Cash Receipts (with customers waiting), Dispatch, RecTrac, Building Permit issuance, PC/workstation completely disabled, some special purpose printers, Login issues. Record lockouts. Program Error messages (causing other programs to be delayed)	½ hours	4 hours
2	System or component down or degraded some business functions impacted, alternative or bypass available.	Most Email, Laptop, MDT and Phone issues	2 hours	1 day
3	Not critical, deferred maintenance acceptable, circumvention possible with not operational impact.	Internet issues, Most printer/peripheral issues, individual spreadsheet/document issues, problems with individual or limited accounts/cases.	4 hours	2 days

Severity may be impacted by the circumstances. For example, Accounts Payable or Payroll during Check week or Utility Billing on Bill day or any business application problems where citizens are waiting should be treated as severity 1.

### Response/Resolution Notes

- Help Desk Support Hours: 7:30 – 5:30, Monday-Friday.
- Response/Resolution clock for calls received outside these hours will begin at 7:30am on the next business day.
- Response/Resolution clock starts when the Help Desk receives the call/fixit. Emails/Voicemails or requests to other IS team members may cause delays.
- Response/Resolution times can only be guaranteed for calls/fixits received by the Help Desk or placed thru authorized after-hours support procedures. After-hours support is provided for Network Infrastructure problems and Police/Fire Dispatch and RecTrac Applications only. Other issues may qualify for extended-hours supported depending on the circumstances.
- For after-hours or extended-hours calls, customer presence is required to ensure problem is resolved to the customer's satisfaction
- Response/Resolution times may be delayed if the customer is unavailable and additional information is required. For this reason, it is recommended that employees report problems thru their Business Unit Liaison, daytime supervisor or other daytime staff member.
- Response/Resolution times are based on the support hours for the Application/Service at the location the service is provided.
- Resolution = fix/workaround

## Demand Request

- . requests for information or service (voice, network, application, data)
- . non problem related
- . Less than \$10,000
- . less than 40 hours IS support required
- . performance goals – **98%** response & completion

	lead time	from receipt) response	pre-req	(after prereq) completion
<b>Security &amp; System Admin</b>				
. AS/400 & Network				
. Sign on/password	1 week	1 day	proper forms	3 days
. Application access	1 week	1 day	proper forms	3 days
. Access to services	1 week	1 day	proper forms	3 days
<b>Desktop adds/moves/changes</b>				
. hardware	3 weeks	1 day	equipment/wiring	3 days
. software	3 weeks	1 day	media/license	3 days
<b>Information</b>				
. Acquisition assistance	1 week	1 day	std product	4 days
. Training coordination	3 weeks	1 day	std product	14 days
. Data administration consultation	1 week	1 day	approved scope stmt	3 days
. Public Records Estimate	1 week	1 day	approved scope stmt	3 days
. "how to" & "can we"	3 days	1 day	production app/svc	3 days

(day = business day)  
(week = business week)