

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 1 of 17	

PURPOSE

To outline general County policies and procedures related to the function of the Information Technology Department (IT).

BACKGROUND

Shasta County is committed to the use of current computer and communications technologies as a means of effectively managing and utilizing its resources.

The Information Technology Department’s mission is “To provide a complete range of *information technology* products, services and solutions that are of the highest overall value, to meet the business needs of our customers.” In order to meet the mission, it is essential that the development and operation of *information technology* in the various County *departments* be accomplished in an organized and cohesive manner. The most efficient means of implementing *information technology* systems is by placing responsibility for, and the control of, the products, services, and solutions under the Shasta County Information Technology Department.

SCOPE

All County *departments* under the direction and control of the Board of Supervisors.

DEFINITIONS

1. County Communications Infrastructure (network) - The physical hardware used to interconnect computers and users within the *County network*. Infrastructure includes the transmission media, including fiber, wiring, telephone lines, wireless devices, routers, switches, and other devices that control transmission paths; in addition to the software used to send, receive, manage, and secure traffic.
2. County Desktop Computer Systems - The hardware and software associated with a computer used by County employees to perform their work. This includes laptops, peripheral devices, and

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 2 of 17	

hardware such as printers and scanners. This does not include computer furniture, keyboard drawers, document stands, printer ink cartridges, pointing devices, or monitor screen shields.

3. Custom Software Applications - Any software *information system* developed and maintained by the Systems and Programming division of IT.
4. Data Center - The main facility within Shasta County, which houses County *information systems* and the core *County communications infrastructure*.
5. Department - Includes all County agencies, branches, and *departments*.
6. Department Head - Includes any agency director, a branch manager, or *Department Head*.
7. Department Head Designee or Designee - The County employee(s) specifically authorized by the *Department Head* to act on behalf of the *Department Head*. *Department Head* provides such authorization by notifying the Chief Technology Officer (CTO).
8. Geographic Information System (GIS) - An *information system* that captures, stores, analyzes, manages, and presents data that is linked to a location.
9. Information Systems - Includes software, hardware, and data. There are various types of *information systems*, for example: transaction processing, decision support, knowledge management, database management, document management, and office information.
10. Information Technology - The development, implementation, support, or management of computer-based information systems, particularly software applications and computer hardware. *Information technology* is a general term that describes any technology that helps to produce, process, store, communicate, and/or disseminate information. When computer and communications technologies are combined, the result is *information technology*. *Information technology* includes more than the conventional personal computer and network technology, and includes the integration of other technologies.
11. Network Connectivity - Any hardware that has been configured to gain access to *information systems* via the *County communications infrastructure*.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 3 of 17	

12. Non-supported - Mainly for the purposes of capital asset ownership, is hardware that IT does not cover under a monthly support rate, but shall charge an hourly professional service rate if a *department* requests service. (Examples include: printers, scanners, computers without County *network connectivity*, and specialized hardware requiring vendor specific expertise.)
13. Remote Access - The various access methods used to connect to the *County network* via a public or other network. Authorized access is provided for County business needs, such as telecommuting and casual access (i.e. business trips) as authorized in accordance with County policies.
14. Supported - Mainly for the purposes of capital asset ownership, is hardware that IT covers under a monthly maintenance/support rate.
15. Telecommunication Services - The services provided by any system used for voice communications, voicemail, telephones, overhead paging and pagers, and the storage of voice messages.
16. Vendor Software Applications - Any *information system* acquired from a vendor, which provides a business solution for a County *department(s)*. This includes systems implemented in Shasta County, which are provided by another government agency.

POLICY/PROCEDURE

The IT department provides an array of *information technology* services for Shasta County. In order for IT to be effective in its role, the following policies and procedures are in place.

1. Information Technology Related Purchases - Policies related to the acquisition of *information technology* related products and services are covered in the Shasta County Contracts Manual (Administrative Policy 6-101).
2. Electronic Assets and Information Security - Policies related to County Employees' (contractors, consultants, and other workers) usage and security of electronic assets and information is covered in the Shasta County Personnel Rules.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 4 of 17	

3. Accuracy of Electronic Information - It is the responsibility of each user *department* to establish the necessary management controls and procedures to ensure the accuracy of the information they maintain on any systems subject to this policy.
4. Use of Non-County Hardware - It is prohibited for non-County owned hardware to connect directly to the *County network* either via a network jack or wireless access point. With permission, IT shall provide a remote connection through secured access for employees who work remotely on non-County equipment. *Remote access* will be provided as long as the employee's hardware complies with County security requirements.
5. Capital Asset Ownership - IT shall own all computer related equipment, which qualifies as a capital asset and is *supported* by IT. If a capital asset falls under the category of *non-supported*, then the *department* that uses the equipment shall maintain ownership. Examples of *non-supported* capital assets includes: high-end scanners or printers and specialized hardware, which requires vendor specific expertise.
6. Public Record Act Requests - IT supports County *information systems* and as a result is the custodian of the electronic data contained within these systems. If IT receives a Public Records Act Request, IT shall work with the *department* responsible for the electronic records. IT shall notify County Counsel of the request and shall proceed under their recommendation. If as a result of involvement, IT incurs costs, IT shall pass these costs on to the *department* who has primary responsibility for the electronic records.
7. Requests for IT Service - IT shall provide a Call Center, which handles requests for service from County users. IT may also provide an alternate self-service method for *departments* who desire to allow their staff to input *department* service requests directly into an automated service request system.
 - A. IT has the following responsibility:
 1. MANAGE – calls made to the Call Center and process self-serve electronic requests in a timely manner, during standard IT work hours.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 5 of 17	

2. TRACKING SYSTEM

- a. Document all pertinent information for a service request within an electronic tracking system.
- b. Provide *departments* and IT management a mechanism to electronically view the status of service requests.
- c. The electronic tracking system shall include escalation for priority and overdue service requests.

3. COMMUNICATE – Provide information to County users whenever a planned or unexpected interruption or noticeable change occurs to a service which IT provides, subject to this policy.

4. SERVICE LEVEL AGREEMENT OR MEMORANDUM OF UNDERSTANDING - Upon a *department's* request, IT shall establish a Service Level Agreement (SLA) or Memorandum of Understanding (MOU) for any service where a *department* desires a response level higher than they currently receive from IT.

B. *Departments* have the following responsibility:

1. DESIGNATE

- a. Those employees who are authorized to contact the IT Call Center.
- b. Those employees who are approved to authorize IT work that will result in additional monetary charges for the *department*.

2, COMMUNICATE - Provide all relevant information to the Call Center to assist IT in the completion of work.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 6 of 17	

3. NOTIFY

- a. IT management in writing, if the *department* would like to enter into a SLA or MOU, which would cover services at a higher response level than they are currently receiving from IT.
- b. The IT Call Center when a new employee is hired or when an employee shall be separating from County employment; and provide the information necessary to add or remove access to the *County network* and relevant *information systems*.

8. Analysts – IT assigns analysts to work with *departments*, to coordinate and manage their IT projects and services.

A. IT has the following responsibility:

1. DESIGNATE - an IT analyst to assist a *department* in both their day-to-day IT issues, as well as *information technology* related projects.
2. COMMUNICATE - in advance, the reassignment of IT Analysts.
3. PROCESS - requests from *Department Heads* or *designees* granting *remote access* to County employees for telecommuting or casual access as authorized in accordance with County policies.

B. *Departments* have the following responsibility:

1. COMMUNICATE - with their assigned IT analyst, whenever they are considering implementation of a new *information technology*. In addition, communication shall occur for changes in existing services, or to resolve issues.
2. REMOTE ACCESS - *Department Head* or *designee* shall submit a request, to allow *remote access* for a County employee, for the purposes of telecommuting or casual access.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 7 of 17	

9. Control and Direction of the County Communications Infrastructure (network)

A. IT has the following responsibility:

1. ACQUISITION - of all hardware and software associated with the *County network* regardless of funding source, unless the equipment is being supplied by a state or federal agency.
2. INSTALLATION, OPERATION AND MAINTENANCE - of the hardware, software, and wiring associated with the *County network*.
3. SECURITY - Implementation of security measures which minimize the risk of cyber attacks, compromise the integrity of data, or physical harm to the *County Communications Infrastructure*, or compromise the integrity of County data.
4. REVIEW AND APPROVAL - of all requests, to allow outside entities to gain access to *information systems*, within the *County network*.
5. ACCESS CONTROL - Management of the systems that control which employees gain access to which segments of the network. This includes *remote access* via secured protocols.

B. *Departments* have the following responsibility:

1. REQUIRMENTS – Provide IT in advance, with requirements for necessary communications at new or existing locations, which require *County network connectivity*.
2. COMMUNICATION CLOSETS – Provide necessary space in buildings for IT to access, install and maintain the *County network*. Restrict and control access to *County network* equipment closets. Grant access to only those who require access in order to perform their job. Notify IT if there is a need to change locks or relocate a communications closet.
3. NOTIFY – IT if you suspect any security breaches that might have compromised the integrity of the *County network*.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 8 of 17	

4. AUTHORIZE – Provide IT with pre-authorization for County employees who require *remote access* to the *County network* for business purposes.

10. Control and Direction of Vendor Software Applications

A. IT has the following responsibility:

1. REVIEW AND APPROVAL - IT shall review *department* requests to implement software applications from a vendor, regardless of where the application is hosted. IT shall review system and other technology related requirements. IT shall verify that the vendor supplying the software application is providing an appropriate level of support and maintenance. If a vendor does not provide full support, IT shall determine and advise what role IT can fill for non-supported areas; the determination shall be based on available resources and technologies being considered.
2. ACQUISITION - Manage the purchase or acquisition of all hardware and operating system software required for the *vendor software application* to function, unless the system is being provided by a state or federal agency.
3. DATA CENTER SUPPORT - IT shall provide monitoring, backups and restores, hardware upgrades, and operating system support for systems installed in the *Data Center* or other secured County location, unless the vendor provided system does not have access to the *County Communications Infrastructure*. For systems that do not have access to the *County Communications Infrastructure*, IT will provide requested services, not provided by the software vendor, at the IT professional services hourly rate.
4. ACCESS CONTROL - IT shall review requests being made to allow a vendor access via the *County communications infrastructure* to support a *vendor software application*. IT will provide the *department* with a written approval or denial.
5. DATABASE SUPPORT - In the event the vendor support agreement does not include database support, IT will review and determine if IT has the resources available to provide database support. If IT determines it cannot support the

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 9 of 17	

vendor database, then IT will make a recommendation to the *department* for vendor database support.

B. *Departments* have the following responsibility:

1. INVOLVE IT - in discussions, at the beginning of the process of acquiring a *vendor software application*.
2. PROVIDE IT -- with a copy of the agreement (for review and consideration of approval) to purchase/acquire a *vendor software application*, regardless of where the application will be hosted. This includes systems provided by another government agency. The policy is covered under the Shasta County Contracts Manual.
3. BOARD OF SUPERVISORS APPROVAL - Once IT has reviewed the usage of the software application, the primary user *department* is responsible to prepare and present requests for approval to the County Executive Officer (CEO) or Board of Supervisors (BOS), based on County policy. IT is to be listed in the "Other Agency Involvement" section of the Board report.
4. MANAGE - support agreement(s) associated with the *vendor software application*, including routing renewal agreements by IT for review and approval.

11. Control and Direction of *Custom (In-house) Software Application Development*

A. IT has the following responsibility:

1. DEVELOPMENT ENVIRONMENT - IT shall determine which development environment best suits software development for Shasta County *departments*. This environment shall include development tools and databases.
2. ESTIMATES - IT shall provide an estimate and receive *department* approval prior to the development of a *custom software application*.
3. DEVELOP AND SUPPORT - IT shall design, program, test, implement, and support *custom software applications*.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 10 of 17	

4. DATABASE SUPPORT - IT shall provide support for the databases related to the *In-house Software Applications*.
5. DATA CENTER SUPPORT - includes, monitoring, backups and restores, hardware upgrades, and operating system support.

B. *Departments* have the following responsibility:

1. REQUIREMENTS - Meet with IT and provide all of the requirements necessary for IT to provide the *department* with custom software solutions.
2. FEEDBACK - Provide feedback to IT during and after implementation of software solutions.

12. Control and Direction of the Shasta County *Data Center*

A. IT has the following responsibility:

1. ACCESS CONTROL - *Data Center* security is required to provide protection for the assets contained within the *Data Center*. Permission for card key access is granted to those who require access as a part of their job duties, including Facilities Management staff, and have been approved by the CTO. Authorized IT employees shall escort all visitors.

B. *Departments* have the following responsibility:

1. COORDINATE - with IT whenever vendor access is necessary to provide support for an *information system* housed in the Shasta County *Data Center*.

13. Control and Direction of County-wide *Information Systems*

- A. IT supports a broad range of *information systems*, which are available for County-wide use. Examples include: data file storage, print services, e-mail, document management, *GIS*, Blackberry services, County Internet and Intranet sites, Internet access, *remote access*, and File Transfer Protocol (FTP) services. IT has the following responsibility:

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 11 of 17	

1. ACCESS CONTROL - for the various systems Access control includes but is not limited to, physical security for areas where systems reside; login and password protection on systems, with permissions set based on roles and responsibilities; and access logging where required or practical.
2. ACQUISITION - IT shall manage and/or approve the purchase of all hardware and software required to provide the infrastructure necessary for County-wide *information systems*.
3. SECURITY - IT maintains the current version of virus checking on the various systems.
4. LICENSES - IT acquires and tracks required licenses.
5. *DATA CENTER* SUPPORT - perform the necessary installations, maintenance and support, which includes, monitoring, backups and restores, hardware upgrades, and operating system support.
6. MONITOR AND REVIEW - of the various systems for errors, high usage, proper function, and resource utilization including, but not limited to disk space, central processing unit (CPU), bandwidth, and memory. IT has the authority to notify and shutdown any service that is interfering with or impacting other users of County systems.

B. *Departments* have the following responsibility:

1. IMPLEMENTATION - of policies and/or procedures, which encourage the removal of unused, out-of-date, or duplicate files.
2. NOTIFY - the IT Call Center, if a service is unavailable or not functioning as expected.
3. ACQUISITION - of any County provided personal devices, which are used by County users to access services, provided as a part of County-wide *information systems* (such as Smartphones).

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 12 of 17	

14. Control and Direction of County Desktop Computer Systems

A. IT has the following responsibility:

1. REVIEW/APPROVE - In order to assure that the purchase of hardware and software is cost effective and compatible for use in the County, IT shall review and approve all products which require County *network connectivity*, either directly attached to the network or via a computer system (such as a printer directly connected to a workstation)
2. ACQUISITION - IT shall process purchase requests and invoices related to both computer hardware and software. This includes acquiring quotes, placing orders, and receiving goods. When equipment is being supplied by a state or federal agency, IT does not need to process the acquisition, but needs the equipment delivered to IT so that it is processed for inventory and licensing as needed.
3. LICENSES - IT shall maintain records for software licenses. As required, IT shall register products with vendors. IT shall track available and installed software licenses.
4. INSTALLATION - All *desktop computer systems* subject to this policy shall be configured and installed by IT.
5. INVENTORY - IT shall track pertinent information, such as serial number, for the main unit of each *desktop computer system*. IT shall affix an Information Technology Identification Number (IT ID) to the main components that comprise a *desktop computer system*.
6. MONITOR - IT shall randomly monitor desktop computer systems, which are connected to the *County network* to ensure that systems have not been altered, that non-authorized products are not installed and that the system is not being used for purposes other than those originally intended. The CTO will be notified of any non-compliance of this policy and, depending upon the situation will refer the matter to one or more of the following: *Department Head*, CEO, Personnel Director, and County Counsel.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 13 of 17	

7. SUPPORT/MAINTENANCE - IT shall manage and perform hardware and software support and maintenance.
8. SECURITY - IT shall provide virus checking and updates for County computers that have been authorized access to the *County network*.
9. DISPOSAL - IT shall handle the disposal of hardware.

B. *Departments* have the following responsibility:

1. PURCHASE REQUESTS - All *desktop computer systems* subject to this policy shall be acquired in accordance with Shasta County Contracts Manual. *Departments* shall provide their IT analyst with the business requirements for the intended purchase.
2. SECURITY
 - a. *Departments* shall establish physical safeguards against unauthorized access/usage of County computers.
 - b. *Departments* shall establish policies and procedures for removable media to protect against unauthorized transport of County data and to protect against unauthorized software installation.
3. SOFTWARE LICENSE AGREEMENTS - It is the responsibility of each *department* to establish the necessary controls and procedures to ensure that employees are adhering to software license agreements and are not duplicating, modifying, or using software on more than one computer at the same time, except as expressly provided for in the manufacturer's license agreement.
4. NOTIFY - IT to request the relocation of desktop computer equipment, which has been assigned an Information Technology Identification Number.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 14 of 17	

5. DATA BACKUPS - Users are responsible to backup data that has been stored on the hard drive of a *desktop computer system* and data stored on removable media. (IT performs backups for data stored within the Shasta County *Data Center* and on approved remote site computers.)

15. Control and Direction of *Telecommunication Services*

A. IT has the following responsibility:

1. PAGERS

- a. IT shall manage the lease or purchase of all pager devices and related support and service.
- b. IT shall manage the vendor bills for pager services.

2. TELEPHONE LAND LINES - For other than specific exceptions as authorized by the CTO, IT shall manage additions, changes, and deletions for all telephone land lines.

3. VOICEMAIL

- a. For other than specific exceptions as authorized by the CTO, IT shall manage configuration changes, adds, and deletes for voicemail boxes.
- b. For other than specific exceptions as authorized by the CTO, IT shall manage the vendor bills for voicemail services.

4. DESKTOP PHONE DEVICES - For other than specific exceptions as authorized by the CTO, IT shall acquire, install, and track moves for all phone numbers.

5. SMARTPHONES (Blackberry, iPhone, etc.)

- a. IT shall assist *departments* on deciding what device best suits the *department's* requirements.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 15 of 17	

b. IT shall assist *departments* in configuring devices to access County e-mail, and other resources for which the employee has been authorized to access.

6. SPECIALIZED AND DEDICATED TELECOMUNICATION SYSTEMS

a. IT shall review for approval *department* requests to implement specialized or other dedicated telecommunications systems.

B. *Departments* have the following responsibility:

1. CONTACT - the IT Call Center to:

- a. Report the loss of or damage to a County owned or leased device in a timely manner.
- b. Request that IT add/change or delete services for an employee (as well as FAX or alarm lines).
- c. Request a new desktop phone device.

2. LONG DISTANCE PHONE BILLS

a. Manage the vendor bill associated long distance charges incurred by a *department*.

3. CELL and SMARTPHONE DEVICES, PLANS, AND BILLS

- a. *Departments* shall work with vendors to determine the make/model for devices and the phone plan that meets employees' needs.
- b. For Smartphones, prior to purchase, *departments* shall check with IT to make sure the particular phone is supported.
- c. *Departments* shall manage the vendor bills associated with the services provided.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 16 of 17	

16. Logs and Information Available within County *Information Systems* - As a part of daily business practices, IT maintains logs, has access to data that resides within County *information systems* and data that travels via the *County communications infrastructure*. This information includes Internet traffic, e-mail activity, and access logs.

A. At the request of a *Department Head* or *designee*, IT shall provide available information, relevant to the investigation of computer activities of a County employee(s). The time spent in research, recovery, and report generation shall be charged to the requesting *department* at an hourly rate. The following procedures are to be followed for investigations:

1. *Department Head* or *designee* from requesting *department* is to contact the CTO or *designee* and request/authorize specific information be provided. If the investigation involves employees from multiple *departments*, all involved *Department Heads* must give authorization for their respective employees.
2. Data output (reports or files) or access to systems with selected data; which is the result of an investigation, shall only be provided to specific named individual(s) pre-authorized by the *Department Head* or *designee*.

16. Charges For IT Services

- A. As a part of the County budget process, IT shall provide an “Information Technology Service Charges” packet. Included in this packet shall be a description, charge method, and rate for each IT service, along with estimates by Cost Center of each of the IT services.
- B. IT Rates are established based on labor time studies, historical usage, and projected expenses. Cost Center budget projections are based on historical usage and known factors. Any material difference in expense to revenue is handled through adjusted rates.
- C. Throughout a fiscal year, IT shall charge *departments* via monthly journal entries posted to their cost center via the financial system.
- D. For each billing cycle, IT shall provide a statement of charges, which shall show units and rate for each service provided.

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		4-101
SECTION:	Information Technology	Information Technology Policy
INITIAL ISSUE DATE:	February 13, 1990	
LATEST REVISION DATE:	October 2, 2012	
PAGE NO:	Page 17 of 17	

- E. Details regarding a specific charge shall be made available to a *department* via an on-line system, phone call request, or e-mail.

- F. *Departments* are responsible to notify IT if they do not agree with a specific charge. If it is agreed that an error has been made, IT shall process an adjustment during the next billing cycle.

RESPONSIBLE DEPARTMENTS

Information Technology Department

REFERENCES

- BOS Policy Resolution No. 2012-05--10/2/12 (Amended)
- BOS Policy Resolution No. 2007-2--4/24/07 (Amended)
- BOS Policy Resolution No. 2003-3--11/25/03 (Amended)
- BOS Policy Resolution No. 99-9--12/28/99 (Amended)
- BOS Policy Resolution No. 4-2--9/20/88 (Valid)
- BOS Policy Resolution No. 20-2--12/2/86 (Repealed & Superseded)