

January 12, 2016

SUBJECT:**ORIGINATING DEPARTMENT:****UTILIZATION, MAINTENANCE,
REPLACEMENT OF TECHNOLOGY
EQUIPMENT**

Systems Management

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POLICY:

It is the intent of the Board of County Commissioners to establish utilization guidelines and replacement schedules for technology that will yield the most value yet keep the County reasonably current on technology standards.

PROCEDURE:

1. Standard computers will be replaced after no more than 4 years of service (defined as a calendar year from the date of purchase). During the Phase One budget process, Systems Management will determine which Standard computers qualify for replacement during the upcoming budget cycle, and will reflect that action within the Division's budget.
2. Enhanced computers will be considered for replacement as conditions warrant, but typically will be replaced every 3 calendar years. The demand on these machines is very dynamic; revision and upgrades will occur sooner than a Standard Workstation. In the event an Enhanced Computer is replaced, Systems Management may reassign that Workstation to another location, replacing a less capable unit where there is an obvious benefit that extends one year or more. In the event this occurs, the Enhanced Computer will then be subject to Standard Computer replacement rules.
4. Printers are divided into 4 categories: Division, Workgroup, Personal and Portable. Division printers would be high capacity or special function (plotters, color, etc.) and shared by employees within the Division. Workgroup printers are typically shared within a physical workspace. Personal printers are connected to one computer, dedicated to a single employee. Portable units are assigned to vehicles in the field.
5. Personal printers, generate heat, and consume ink and toner at high rates. They are less reliable and generate more service calls. Therefore the use of personal printers is to be limited as follows:
 - a) Customer Service or Dispatch positions (with frequent printing needs)
 - b) Where significant amounts of time sensitive material is printed frequently.
 - c) Where special paper/forms are be used, or where confidential information is printed on a frequent basis.
 - d) Where the service addresses an ADA or documented physical condition accommodation.
 - e) Where the employee works in an isolated area away from a shared printer. A person outside their work group area shall be considered isolated only if they have no access to shared printer within their "suite". Subsequent replacement of existing personal printers must meet these guidelines.

Possession of a personal printer does not guarantee replacement of same. when conditions change that removes the justifying condition a unit may be relocated. All personal printer purchases and use must be approved by the Director of Systems Management.

6. Printers will be replaced when they have either reached an output threshold, or when replacement is less than or equal to repair. Systems Management will evaluate printers for their useful service life during the Phase One budget process, and suggest a replacement when warranted. In the event a process or procedural change has occurred that merits a premature change of printers the Division Director shall explain the need during the Phase One budget process
7. Consideration will be given to consumption rates, and cost of consumables when evaluating printers. This includes toner and ink cartridges. If the cost and frequency of replacement toner and ink exceeds the cost of the printer denial of purchase will occur. Systems Management discourages the use of after-market toners and ink cartridges, especially on units still covered by the Manufacturer's Warranty. If after-market consumables will void a warranty only approved products may be utilized. Any printers with a toxic residual (toner cartridges or ink cartridges) shall be disposed in a responsible and environmentally safe manner. They shall be recycled through Solid Waste Management or an acceptable alternative.
8. Maintenance on BOCC owned computer equipment shall be performed by Systems Management staff or their designees. Under no circumstances should an employee attempt to repair, lubricate, or in any way alter computer equipment.
9. Equipment deemed to be obsolete, broken or irreparable shall be disposed of pursuant to Administrative or State Regulations Obsolete unit shall not be retained or kept in service unless approved by the Administrator or Systems Management Director.
10. Transferable software licenses installed on an obsolete computer will be transferred to its replacement unit, and the obsolete unit will be stripped of all other licenses other than those OEM licenses included in the original purchase. Any obsolete units which are subsequently removed from the BOCC Asset List and donated must be stripped of all data, and any software provided will be limited to that which originally came with the unit. Systems Management is not obligated to provide any software on donated units.
11. Systems Management has assigned Location ID numbers to each BOCC location where a computer or device could be located. These Location ID's are printed on cards and inserted within holders affixed to desks or walls.

In the event furniture with an affixed Location IDs are relocated, the Directors notify Systems Management so a replacement Location ID can be assigned.

If furniture with a Location ID tag is moved, it shall be reported to Systems Management.

12. The Approved Equipment List contains a list of all items that will have an ID number assigned to it. When Systems Management receives a new item which requires an ID number the following steps will be taken:
 - a) A new ID number is generated and a bar code affixed to the item.
 - b) The item is delivered to the location.
 - c) The database is updated to reflect the delivery of the new item to that location.
 - d) The database is updated to reflect the removal of the old item from that location.
 - e) The old item is either returned to Systems Management for processing or relocated. In either case the database is updated to reflect same.

FOOTNOTES & REFERENCES RELATED TO AR's: Supersedes A.R. 16.22 dated January 27, 2009; AR 16.16 dated September 28, 2010.