

No. IT- 032	Policy Name: Non-Standard Computer Support Procedures
Effective Date: 7-1-2011 Last Revised Date: 7-5-2014	Citywide Policy _ IT Policy _ IT Procedure <u>X</u>
Approved By: IT Director	

Non-Standard Computer Support Procedures

Background: The Department of Information Technology provides full support for computing equipment used by City departments. However this is based on a standard based support model where staff are trained and certified on Microsoft products. This is the most efficient manner to support the entire City. There may be exceptions where non-standard equipment is required for some users. Departments may choose to utilize non standard equipment. Mac computer equipment falls into the non-standard category.

Procedure: If a department wishes to use non-standard equipment not supported by the IT department the following applies.

1. The department will notify IT of their desire to utilize non-standard equipment prior to purchase by sending an e-mail to ithelp@hampton.gov.
2. IT and the department will evaluate the needs and determine the best course of action for moving forward.
3. The Department Head and the IT Director will approve the use of non-standard equipment. By approving the purchase.
4. Departments will provide all support and be responsible for all costs as outlined in the Department Responsibilities item 5.
5. Department Responsibilities
 - Provide technical support to the non-standard equipment with department personnel or via a contracted source;
 - Customer will inform IT of their support solution and associated contacts.
 - Be responsible for all cost associated with support of the equipment should IT Department support be requested.
This will include contractor support if required.
 - Be responsible to install and maintain the appropriate security software and patches including anti-virus and anti-malware tools and following all IT security policies and procedures.
 - Be responsible to ensure all installed software is legally licensed.
 - Providing all materials, supplies, maintenance and equipment replacement required to support the equipment
 - Coordination with the Department of Information Technology for all technology support required for all graphic equipment hardware and software
 - Coordination with IT on all network related issues and access to City applications.