

County of Inyo

Technology Initiative Policy

1. Statement of Policy

The County of Inyo recognizes information technology as an indispensable tool of contemporary government and should be leveraged to increase the quality of the services provided and reduce the overall cost of government.

The County of Inyo Information Services Division has broad responsibility to support information technology (IT) at the County. The Information Services Division responsibilities include daily technical support for end-users, support and management of core computing systems, support and management of telecommunication systems, technology procurement review and authorization, IT asset management, IT budget management, IT policy and procedure development, technical advocacy and strategy, interagency and interdepartmental IT coordination, and technology project oversight.

If not properly executed, the acquisition, deployment and management of technology can incur additional, significant costs and can negatively impact the ability to deliver quality services.

All departments shall solicit and obtain authorization and support from the County of Inyo Information Services Division prior to commencing any technology initiative. Information Services Division authorization and support should be requested and acquired first, but does not relieve the department of obligations to obtain other approvals, such as Board of Supervisors and purchasing approval, that may be additionally required.

2. Procedures

Examples of initiatives requiring Information Services Division authorization (not exclusive):

- Acquisition or implementation of IT hardware (computers [including tablets or other form factors], peripherals [printers, scanners, fax machines, etc.], telephones or other communication devices [including data communication devices], etc.)
- Modification or relocation of IT hardware
- Acquisition or implementation of software
- Modification of software

- Use of non-County technical support other than as contracted or otherwise pre-established and pre-approved by the County
- Negotiation with any party regarding acquisition or implementation of any combination of software or hardware comprising a productivity tool or business system
- Negotiation with any party regarding modification to any existing IT hardware or software component or system
- Negotiation with any party regarding acquisition or implementation of any telecommunication component or system
- Negotiation with any party regarding modification to any existing telecommunication component or system

General

Decisions regarding information technology initiatives shall be based on consideration and analysis of benefits to the citizens; mandates; risk of proceeding or not proceeding; short and long-term impacts on business processes; impacts to the organizational culture; ability of the Information Services Division to render necessary participation, support and expertise; anticipated resiliency and life-span, Return on Investment; and availability of funding for acquisition and ongoing operating costs.

Procedure

To obtain Information Services Division authorization and support in order to begin a technology initiative, submit a request in writing to the Information Services Division that includes the following information:

Department-

Provide the recognized name of the County department making the request.

Requestor-

Provide the name of the individual making the request on behalf of the Department.

Date-

The date the request was submitted to the Information Services Division.

Business case-

- Detail the reason the request is being made
- Describe the purpose of the initiative

- Include a brief description of the benefit to Inyo County citizens and ramifications if the initiative is not undertaken or is delayed

Mandate-

Specify if this request is based on a State or Federal mandate or is otherwise required. If the initiative is not required or mandated, state that the initiative is Not Mandated.

Critical dates-

- Describe any critical dates associated with the request
- If the initiative must start by a specific date, provide the required start date
- If the initiative must be completed by a specific date, provide the required completion date
- Describe and provide any additional noteworthy dates related to the request as well

Estimated costs-

Provide any estimated (or firm) costs (acquisition, implementation, operating, other) that are known at the time of the request.

Funding Budget Unit-

Provide the Budget Unit(s) that have been identified as the funding source for the initiative. Provide this information even if costs are unknown at the time of the request.

If budget authority does not exist or is insufficient to fund the entire cost of the project, state such.