

.NH DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE DIRECTIVE	CHAPTER <u>Information Technology</u> STATEMENT NUMBER <u>11.01</u>
SUBJECT: INFORMATION TECHNOLOGY HARDWARE AND NETWORK RESOURCE MANAGEMENT PROPONENT: <u>William McGonagle, Assistant Commissioner</u> <i>Name/Title</i> <u>Commissioner's Office 271-5601</u> <i>Office Phone #</i>	EFFECTIVE DATE <u>10/01/2011</u> REVIEW DATE <u>10/01/2012</u> SUPERSEDES PPD# <u>1.37, 11.01 & 11.05</u> DATED <u>07/01/01 , 02/01/2004</u>
ISSUING OFFICER: _____ William Wrenn, Commissioner	DIRECTOR'S INITIALS: _____ DATE: _____ APPENDIX ATTACHED: YES _____ NO
REFERENCE NO:	

I. PURPOSE:

To establish a series of policies that present procedures and provide uniformity and control in information technology resource management, to include agency standards for hardware and network devices to ensure safety and integrity of the DOC network infrastructure, and to minimize costs for the purchase and maintenance of DOC computer and network resources.

II. APPLICABILITY:

To all Department of Corrections employees, inmates, and on-site contract personnel.

III. POLICY:

It is the policy of the NH Department of Corrections (DOC) that all hardware and network devices meet the minimum certifications and standards established by the Department of Information Technology (DoIT). The DOC shall establish a centralized unit, known as the Business Information Unit (BIU), for the purpose of facilitating acquisition, licensing and certification, asset management and security of all DOC hardware and network devices.

A. Acquisition of Hardware and Network Devices

1. Agency Approval

All hardware and network equipment purchases through any source of DOC funding, contracts and donation shall be the property of the Department of Corrections. All DOC equipment is subject to asset management, allocation or removal as determined by the BIU Administrator and/ or the Office of the Commissioner.

Acquisition and/or replacement of hardware and network equipment shall meet the minimum DoIT procurement standard specifications and receive the appropriate levels of agency approval(s). Agency approval requires the following levels of authorization, unless otherwise

determined by the Business
of the Commissioner:

- a. Business unit manager
- b. Business unit director
- c. BIU Administrator
- d. Commissioner / Assistant Commissioner
- e. DoIT Manager
- f. DOC Office of Administration & Finance

Information Unit (BIU) Administrator and/or Office

B. Inventory and Asset Management:

It shall be the responsibility of the DOC to inventory and maintain records of all assets purchased by the Department of Corrections for the purpose of conducting DOC Business. This includes all assets purchased through DOC approved sources of funding that include, but are not limited to:

1. The State General Fund
2. Capitol Budget IT Expenditures
3. Grants
4. Contracts
5. Donated Equipment
6. All other identified DOC revenue sources.

C. Expiration of Hardware and Network Devices

All hardware and network devices and other IT capital assets are subject to compliance of State and DoIT capital depreciation standards. The agency may develop a Strategic Equipment Replacement for managing its resources based on, but not limited to, the DOC business needs, age and condition of equipment and availability of funding.

D. Use of Personal Computer Equipment and Peripheral Devices

Use of personal computer equipment and peripheral devices without agency approval is strictly prohibited. Personal equipment and peripheral devices is defined as, but not limited to:

1. Personal Computers and Laptops
2. Personal Monitors
3. Personal Printers
4. External Hard Drives / Thumb Drives
5. Personal Cameras/Video Recorders
6. Network Routers and Wireless Devices
7. Personal External CD/DVD Drives

In rare instances where a strong business case can be made for an exception to this policy, use of personal computer equipment and peripheral devices is subject to the approval process for Acquiring Hardware and Network Devices. Any personal computer equipment and peripheral devices shall not be considered property of the DOC and is not to be included in the agencies inventory and asset management plan. The following conditions apply to all approved personal equipment / devices:

1. All personal equipment /devices must be in compliance of the Agency's policies and standards.
2. Any maintenance and repair shall be the responsibility of the owner.
3. Any replacement of approved equipment/devices is subject to the approval process for acquiring Hardware and Network Devices.
4. The BIU and/or Office of the Commissioner can warrant that any such approved equipment / devices be removed as deemed necessary.
5. Misuse of any approved personal equipment /devices can be confiscated by the Agency and subject to investigation
6. All approved personal equipment /devices must be removed from service by the owner upon

- termination of employment, unless the equipment /device has been confiscated for the purpose of an open investigation.
7. Transfer of such equipment to other DOC personnel is prohibited without completing approval process for acquiring Hardware and Network Devices.

IV. Procedures:

A. Acquiring New Hardware and Network Devices Procedure

1. The requestor for new hardware and network devices must complete the *Information Technology Service Request, Hardware & Network Devices* form (attachment 1) and acquire the appropriate level of signatures for authorization.
2. Once a request is approved, the form is submitted to the Business Information Unit (BIU) for final review and compliance of all DOC for hardware and software standards.
3. With BIU approval, a request to purchase is submitted to the DoIT Manager for DoIT approvals, procurement and purchase.
4. Upon purchase of the equipment, the equipment shall be delivered to Desktop services for final assignment to DOC staff, configuration and delivery.
5. All equipment received is subject to the DOC Asset Management Plan and must have the appropriate identification tags.
6. Removal of any IT equipment identification and inventory tags is strictly forbidden.

B. Transferring Hardware and Network Devices Procedure

1. The requestor for transfer of hardware and network devices must complete the *Information Technology Service Request, Hardware & Network Devices* form (attachment 1) and acquire the appropriate level of signatures for authorization. Justification for the request to transfer is required.
2. Once a request is approved, the form is submitted to the Business Information Unit (BIU) for final review and approval.
3. With BIU approval, a Help Desk Ticket is generated to execute the transaction.
4. All equipment transferred is subject to the DOC Asset Management Plan and must have the appropriate identification tags.

C. Expiring Hardware and Network Devices Procedure

1. The person requesting expiration of hardware and network devices must complete the *Information Technology Service Request; Hardware & Network Devices* form (attachment 1) and acquire the appropriate level of signatures for authorization. Justification for the request to transfer is required.
2. The DOC may schedule department-wide retirement of hardware and network devices that comply with the Department's asset management plan as defined in the Strategic Information Technology Plan (SITP) .
3. Once a request is approved, the form is submitted to the Business Information Unit (BIU) for final review and approval.
4. With BIU approval, a Help Desk Ticket is generated to execute the transaction.
5. The DoIT Desk Top Services will facilitate the retirement in accordance with DoIT's surplus policies and procedures.
6. All equipment retired/surplus is subject to removal from the DOC Asset Management inventory, all salvageable parts and components may be removed from surplus equipment for the purpose of maintenance and repair of DOC production equipment.

D. Personal Computers and Equipment Procedure

1. Supervisors will ensure that departmental information used by approved employees on

- personal computers is also maintained on an assigned DOC computer within their areas of supervision and that the information is retrievable should the employee leave or decide not to continue using a personal equipment for departmental work.
2. Employees will submit the *Information Technology Service Request, Hardware & Network Devices* form (attachment 1) to their supervisor. Each Supervisor, Warden/Division Director, will approve or disapprove the request. Disapproved forms will be returned to the requesting employee. Approved forms will be forwarded through the supervisory chain to the IT Manager for final approval and implementation.
 3. Upon receipt of the *Information Technology Service Request, Hardware & Network Devices* form, the Business Information Unit (BIU) administrator will review the request and indicate approval or disapproval. A copy of the signed form will be forwarded through the supervisory chain to the immediate supervisor of the requesting employee..
 4. All approvals will expire one year from the date of issue from the BIU administrator. They may be renewed for as long as the need exists and the supervisors agree. Supervisors may revoke approval at any time for any reason. Revocations will be forwarded to the BIU administrator immediately.
 5. Personal computers approved for use for departmental work will operate only in a stand-alone mode; they will not be connected to the Intranet. They will be subject to virus checks by the BIU at any time. Employees must be extremely careful not to introduce viruses from personally owned computers into departmental computers. Removable media used for shuttling information between work and home must be scanned for viruses before being reinserted into a departmental computer.
 6. Employees must understand that should approval be granted for the use of personal equipment, the department will not be liable in any way for damages or malfunctions that may occur while the equipment is being used on departmental grounds or for departmental business. Employees must ensure that information that they have permission to bring between work and home is not available to anyone else at the employee's residence and will be free of computer viruses when brought back to the employee's work site.
 7. Employees approved for personal computer use who leave the department or no longer wish to use personal computers for departmental business, must provide their supervisors with copies of all files used for departmental business. Along with the files, employees will submit a signed memo stating that all files containing departmental information have been deleted from the hard drives of their computers and that all removable media containing departmental information have been given to their Supervisors. Supervisors will sign the memo and forward it through the supervisory chain to the BIU Administrator. Supervisors will track approved employees to ensure that these steps are completed.

REFERENCES:

Standards for the Administration of Correctional Agencies

Second Edition Standards

Standards for Adult Correctional Institutions

Fourth Edition Standards

Standards for Adult Community Residential Services

Fourth Edition Standards

Standards for Adult Probation and Parole Services

Third Edition Standards

Other:

NH Department of Information Technology Policy

- Statewide Standards and Policies;
<http://www.nh.gov/doi/intranet/toolbox/standards/index.php>
- State Standard Procurement Procedures & Guidelines;
<http://www.nh.gov/doi/intranet/toolbox/procurement/index.php>
- Procurement Resources –State Standard Products;
<http://www.nh.gov/doi/intranet/toolbox/procurement/standardproducts.php>

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Attachment

EXAMPLE ONLY – for the most up to date form, visit the [IT@DOC](#) Intranet Page.

		NH Department of Corrections Information Technology Service Request Hardware & Network Devices	
Section 1: Request Type		Section 2: BIU Use Only	
<input type="checkbox"/> Acquire Hardware / Network Equipment <input type="checkbox"/> Transfer Hardware / Network Equipment <input type="checkbox"/> Expire Hardware / Network Equipment <input type="checkbox"/> Use of Personal Equipment <input type="checkbox"/> Other Other Description: <input type="text"/>		<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Other By: <input type="text"/>	
Equipment Type: <i>(example: PC, Monitor, Laptop, ASA etc.)</i> <input type="text"/>		BIU Comments: <div style="font-size: 2em; font-weight: bold; text-align: center; opacity: 0.5;">SAMPLE</div>	
Make: <input type="text"/>	Model: <input type="text"/>	BIU Action: <i>(complete after all signatures received)</i> <input type="checkbox"/> Referred to DoIT Manager – New Equipment <input type="checkbox"/> Referred to Help Desk – Transfers/Expire Referral Date: <input type="text"/>	
IT # <input type="text"/>	DOC # <input type="text"/>		
From Location: <i>(example: NHSPM-MCN)</i> <input type="text"/>	To Location: <i>(example: NHSPM-R&D)</i> <input type="text"/>		
Section 3: Requestor's Information			
Name: <input type="text"/>		Requestor's Location: <input type="text"/>	
Telephone: <input type="text"/>		Email: <input type="text"/>	
Section 4: Reason for Request			
Provide a brief description to include purpose, location and users. <input type="text"/>			
Section 5: Source for Funding			
<input type="checkbox"/> General Funds	Is this a budget item?	<input type="checkbox"/> Yes <input type="checkbox"/> No	GL Account # <input type="text"/>
<input type="checkbox"/> Grant Funds	Grant Name: <input type="text"/>		Grant # <input type="text"/>
<input type="checkbox"/> Program Funds	Program Title: <input type="text"/>		GL Account # <input type="text"/>
<input type="checkbox"/> Contract Funds	Contract Title: <input type="text"/>		Contract # <input type="text"/>
<input type="checkbox"/> Donation	Organization Name: <input type="text"/>		
Section 6: Authorizations/Approval			
Requestor:	Date:	Business Intelligence Unit:	Date:
Unit Supervisor:	Date:	Commissioner:	Date:
Facility Director:	Date:		