

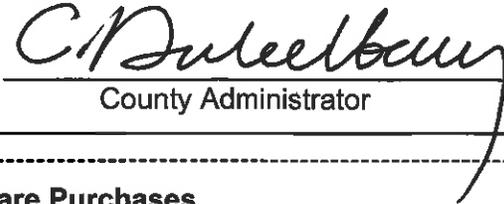


ADMINISTRATIVE PROCEDURES

Procedure Number: 27-2

Effective Date: 07/05/2011

Revision Date: 07/15/2011


County Administrator

SUBJECT: **Pima County IT Hardware & Software Purchases**

DEPARTMENT RESPONSIBLE: **INFORMATION TECHNOLOGY**

I. PURPOSE

This procedure establishes the process to be followed by all County departments for the acquisition of:

- computer hardware
- software
- copiers and multifunction devices
- cellular devices (telephones and other wireless devices)
- two-way radios

All computer software, including software license maintenance agreements, and all computer hardware, including desktops, servers, printers, networking and peripheral devices as well as optical fiber installation and optical fiber services used for the transmission of data; all copiers, including multifunction devices; all cellular telephones and other wireless devices including smart phones and tablets, and all two way radios shall be reviewed and approved as conforming to the submitting department's automation plan, County system standards, and/or approved budget by the Pima County Administrator's designee prior to acquisition.

Acquisitions not consistent with the department's automation plan, County system standards, or approved budget will require a written explanation for the requested variance. In addition, the acquisition of desktop software will be reviewed for the applicability of vendor volume discounts and license control.

II. DEFINITIONS

- A. Cellular Devices – any device connected to the public cellular telephone network. Purchase of these devices includes cellular voice and/or data services and requires additional approval as detailed in Administrative Procedure 3-12.
- B. Computer Hardware - Physical equipment directly involved in the performance of data processing or communications functions. Includes desktops, servers, portable computers and tablets.
- C. Copier - A machine that makes paper copies of documents and other images quickly and inexpensively. Includes multifunction devices and all-in-one office machines that incorporate the functionalities of a copier, printer, fax, and scanner in a single physical office machine.

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- D. Department Director – Includes Elected Officials and appointed Department Directors.
- E. Peripherals-An auxiliary device, such as a printer, scanner, modem, or storage system that works in conjunction with a computer.
- F. Service Catalog – A document (printed or on intranet/internet) produced by the IT Department (ITD) for the information of its Customers and Users. It provides a brief overview, in business terms, of all the business and infrastructure services offered by the IT provider and may include service charges.
- G. Software - Written program code, procedures or rules and associated documentation pertaining to the operation of a computer system whether in-house or Internet based.
- H. Two-way radios – any device connected to the County’s private two-way public safety radio network.

III. PROCEDURE

- A. ITD will establish and publish a service catalog (catalog) containing standard offerings for each product and service that is available for purchase. Each product or service will be available with commonly used options and a choice of the level of performance or service.
- B. Instructions and training on how to use the catalog will be available on the ITD Intranet site. The service catalog may be accessed at servicedesk.pima.gov.
- C. To request a catalog product or service, the requester may:
1. Access the online catalog and complete in the request forms as required, OR
 2. Contact the service desk for assistance in ordering.
 3. ITD will first attempt to fulfill the request from existing inventory.
 4. If no inventory is available to satisfy the request, ITD will enter the appropriate information into PimaCore, including the accounting information provided as part of the service request. If any issues arise (such as insufficient funds) in the creation of the document, the original requester will be notified and asked to remediate the problem.
- D. To request a non-catalog product or service, the requester may:
1. Submit a general service request through servicedesk.pima.gov to purchase a product not provided in the catalog, providing sufficient information to evaluate the request, OR
 2. Contact the service desk for assistance in ordering.
 3. ITD will review the request to:
 - i. Ensure compliance to standards

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- ii. Ensure supportability in the countywide IT environment
4. ITD may then contact the requester to:
 - i. Suggest a standard catalog product that will meet the need; OR
 - ii. Suggest an alternate that is more supportable and conformant to standards.
 5. Once the most suitable product has been identified, ITD will enter the appropriate information into PimaCore, including the accounting information provided as part of the service request. If any issues arise (such as insufficient funds) in the creation of the document, the original requester will be notified and asked to remediate the problem.
- E. All software will be shipped to ITD for entry into the County software inventory / asset system prior to being deployed.
- F. All equipment supported directly by ITD will be shipped directly to ITD for configuration and entry into the hardware inventory / asset system prior to being deployed.
- G. Once successfully entered, the request will be routed via standard PimaCore workflow for department approvals and procurement.
- H. Any procurement document for equipment identified in this procedure that is not processed via the above process will be disapproved by ITD during the PimaCore approval workflow process and returned to the requester for proper handling.