

SECTION 410-REQUEST FOR REVIEW OF TECHNOLOGY PURCHASES: HARDWARE AND SOFTWARE, INCLUDING CLOUD SERVICES

Latest Update Status: January 2020

1. Overview

This is the method by which County departments are required to submit all technology related purchases or acquisitions of software, hardware, cloud services, radios and radio-related equipment to the Information Services Department (ISD) for review and approval, *prior* to the submittal of requisitions (for purchase orders) and prior to the commencement of Invitation for Bids (IFB), Request for Quotations (RFQ), Request for Proposals (RFP), and/or contract negotiation processes. Grant applications with technology components must be reviewed by ISD prior to submittal. ISD is tasked with reviewing all County technology purchases and contracts, including those acquisitions that do not require Board of Supervisor Approval.

2. Purpose

The Information Services Department is required to review and make recommendations regarding all technology purchases and acquisitions. The purpose of this procedure is to enable the Information Services Department to assist with hardware, software, cloud services and other technology purchases and selections to ensure the solutions proposed can be used and supported in the County's IT environment and that ISD is ready to do the work required and/or work with the vendors involved. Additionally, ISD review serves to protect the County's information and business systems from unauthorized access, use or disclosure, and to ensure compliance with State and Federal laws and regulations regarding the protection of certain information. The 410 approval is required for all County issued purchase orders or contracts involving work on the County's networks, systems or application.

3. Scope

This policy applies to all technology purchases, whether or not Board of Supervisor Approval is required. It also applies to any and all services, whether hosted on premise or in the cloud.

This policy applies to all County employees.

Exceptions:

1. State mandated purchases of PC's, PC hardware and/or software, printers, scanners, and copiers are exempt.

2. Purchases of hardware under \$100. Examples include mice or keyboards. Monitors are not exempt from the 410 process.
3. The Sheriff's Office CSI Division is given an annual written waiver to make purchases of technology hardware and software. The technology purchases requested and authorized by the sole designated individual must still be appropriate for the environment and conform to security and other technology related policies. This exemption is limited to one individual and is transferable only by mandate of the ISD Director.
4. The Human Services Department provide its own IT support and are generally exempt for desktop or mobile devices. Purchases of technology products used on the County network and/or housed in the County's central data center or back up data center must receive 410 review.

4. Policy

a. AUTHORIZED DEPARTMENT REQUESTORS

Departments are required to designate one or more appropriate staff with fiscal authority within the department, who are authorized to request reviews, work, and purchases from and by ISD. Within departments, all ISD 410 form requests should be made via their respective representative(s) who will approve the request, fill out the online form and dispatch to ISD. Ideally, the authorized department representative(s) should have the ability to articulate the Department's business needs and to understand technical issues and solutions. While a technical background is helpful, it is not required.

b. PROCEDURE

The method for requesting review and approval is to complete the ISD 410 form found online on ISD's intranet page. Only authorized staff have access to the form. The ISD 410 form should be submitted to the Information Services Department for review *prior* to the submittal of requisitions (for purchase orders) or prior to the commencement of Invitation for Bids (IFB), Request for Quotations (RFQ), Request for Proposals (RFP), and/or contract negotiation processes.

Information requested on ISD 410 will include, but is not limited to, a description of the software and/or equipment and /or services to be purchased and quantity, justification for the equipment, intended use, type(s) of software to be used, and what scope of ISD support is needed. A copy of the purchase specifications and any other supporting documentation must be attached to the ISD 410. Additional information may also be requested of the department, or of the potential vendor(s), in order to complete this review. The ISD 410 form must be filled out and

submitted by an authorized department representative. ISD will either approve or deny the 410. Approval is required for moving forward.

If the authorized department representative has questions, they should contact their assigned ISD Liaison.

c. EQUIPMENT AND STANDARDS

ISD periodically evaluates and establishes standards for computer hardware and software and other technology services.

5. Policy Compliance

Failure to comply with this policy will result in delays to Department projects. If equipment and software is acquired independently without review, the resulting purchases may not be allowed onto the County network or ISD support may be withheld. Both the General Services Department (GSD) and the Auditor-Controller (AUD) will require an approved 410 before purchasing or paying for items covered in this policy.