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SUBJECT: Hardware/Software Standards and Support Guidelines		EFFECTIVE DATE: 09/06/00	
OFFICE OF MIS:		DATE:	
SECRETARY OF DHHR:		DATE:	

1.0 PURPOSE

This policy establishes the minimum standards and levels of technical support for the Department of Health and Human Resources' (DHHR) Information Technology (IT) hardware/software.

2.0 SCOPE

This policy applies to all employees who use the DHHR systems and who participate in sponsored software development, software demonstrations, and the operation and maintenance of IT systems.

3.0 APPLICABLE DOCUMENTS/MATERIAL

- 3.1 [DHHR IT Policy 0503](#) – Software Copyright Compliance
- 3.2 OMIS Operating Procedure (OP)-013 – Software Installation
- 3.3 [DHHR Policy Memorandum 2104](#) – Progressive Discipline
- 3.4 [DHHR Policy Memorandum 2108](#) – Employee Conduct

4.0 RESPONSIBILITY/REQUIREMENTS

The Chief Technology Officer (CTO) has recommended the following minimum hardware, software, and operating system standards for IT resources within the DHHR. These computing hardware and software standards will be reviewed and revised as needed.

- 4.1 HARDWARE STANDARDS (Desktops, Laptops, Network Servers, Printers, Modems)
www.wvdhhr.org/mis/standards.html.
- 4.2 SOFTWARE STANDARDS (Portable Operating Systems, Word Processing, E-mail, Publishing, Spreadsheets, Graphics)
www.wvdhhr.org/MIS/standards.html#sw.

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4.3 NETWORK CONNECT REQUIREMENTS

www.wvdhhr.org/MIS/Network/networkreq.htm.

4.4 Technical Support

4.4.1 Both the Network and Technical Support (NTS) and the Data Center Desktop Support (DCDS) groups within Office of Management Information Services (OMIS) are responsible for providing IT hardware, software, and network support for all DHHR Bureaus and Offices.

4.4.1.1 Employees must only use authorized or agency-provided computers or peripheral equipment.

4.4.1.1.1 Authorization must be obtained from OMIS management.

4.4.1.2 All equipment and software must be installed by OMIS technicians.

4.4.1.3 The desired direct technician to PC support ratio is 1 to 75.

4.4.2 Levels of IT Support

4.4.2.1 **Level 1** – The user and/or the Equipment Coordinator contacts the OMIS Help Desk. If the Help Desk is unable to resolve the problem, they contact the **Level 2** Resource.

4.4.2.2 **Level 2** – The NTS and DCDS groups (local, field, networking) within OMIS provide on-site support as needed. If they are unable to resolve the problem, they will contact the **Level 3** resource.

4.4.2.3 **Level 3** – Assistance from outside vendors will be utilized to provide on-site specialized support.

4.4.3 Action Priority

All incoming help requests will be assigned one of three separate priorities, from 1 (most important) to 3 (least important). A priority assignment is the judgment call of the person staffing the Help Desk. The following criteria will be used:

4.4.3.1 **Priority 1**
Multiple users affected

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Communications down
Immediate action taken
User is updated within two (2) hours of initial call
All requests will be reported to the manager of NTS

4.4.3.2 **Priority 2**
Individual user affected
Somewhat time sensitive
Minimal impact to productivity
Corrective action will be initiated within two (2) days

4.4.3.3 **Priority 3**
New installation, cabling, enhancement/upgrade
Not time sensitive
Productivity is not impacted

4.5 Enforcement Authority

4.5.1 Primary enforcement of this policy involves the OMIS NTS group and the Web Administrator, who provide the administration for and monitoring of Departmental hardware, software, and network guidelines.

4.5.2 The Information Security Officer (ISO) has been designated by the CTO to monitor and provide initial enforcement of DHHR's information security program and IT policies.

4.5.3 The Information Security Liaisons (ISL) are employees assigned by the Bureau Commissioners and/or Office Directors to assist the ISO in the protection of information resources.

4.5.4 The Office of the Inspector General (OIG) is the authority to investigate reported instances of Departmental employee misconduct.

4.6 Violations and Disciplinary Action(s)

4.6.1 All suspected violations of this policy will be reported to a supervisor in the chain of command above the employee.

4.6.2 The supervisor or designee will review the facts and, if it is suspected that a violation may have occurred, the matter will be referred to the Bureau Commissioner or Office Director for appropriate action.

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4.6.3 As determined by the Office Director or Bureau Commissioner, instances of abuse or misconduct, depending on the circumstances, will be referred to either the ISO or the OIG for further investigation.

4.6.4 Employees who willfully or knowingly violate or otherwise abuse the provisions of this policy may be subject to: (1) disciplinary action as outlined in DHHR Policy Memorandum 2104; or (2) criminal prosecution.

5.0 DEFINITIONS

- 5.1 Chief Technology Officer (CTO) – The director of OMIS and the person responsible for all information resources within the DHHR.
- 5.2 Data Center Desktop Support (DCDS) – The OMIS organization that is responsible for the DHHR Data Center and the Kanawha County offices.
- 5.3 Employee – Individuals employed on a temporary or permanent basis by the DHHR; as well as contractors, contractors' employees, volunteers, and individuals who are determined by the Bureau or Office to be subject to this policy. For the purposes of this policy, this also refers to anyone using a computer connected to the DHHR network.
- 5.4 Network and Technical Support (NTS) – The OMIS organization responsible for engineering and emerging technologies, Help Desk/Customer Support, and field support.
- 5.5 Office of Management Information Services (OMIS) – This office reports directly to the DHHR Deputy Secretary for Administration and provides the leadership, innovation, and services needed to achieve efficient and effective technology solutions to meet the goals of the DHHR.
- 5.6 OMIS Help Desk – The first level of support for network users. Help Desk support includes problem resolution, call escalation, vendor support, and customer relations.