

GLENDALE COMMUNITY COLLEGE DISTRICT

Information Technology Standards and Purchasing Guidelines

Purpose and Scope

The Campuswide Computer Coordination Committee (4C's) has developed the Information Technology Standards and Purchasing Guidelines to serve as a framework for technology purchasing and use decisions. The primary goals of developing and implementing such a policy are:

- To standardize information technologies purchased, resulting in better pricing, and improved delivery of technical support to end-users.
- To ease purchasing decisions by pre-evaluating and pre-approving technology solutions.
- To reduce training and support costs and create economies of scale by narrowing the number of technologies and products used.
- To ensure integration and interoperability between technologies.
- To set parameters for future technology innovation and development.

Please refer to this document when making a purchasing decision or when selecting technologies as part of a development project. Sections of this document may be extracted and used as part of project charters or other agreements where technology parameters should and must be set, such as in the case of contracted work.

A list of infrastructure and systems management components employed by the College can be found at the following url.

<INSERT URL> [Private Link; review cycle cited on list]

The following Glendale Community College technology resources are within the scope of these guidelines:

- Desktops, laptops, and servers.
- Software running on the devices mentioned above.
- Peripheral equipment, such as printers and scanners.
- Cables or connectivity-related devices.
- Audio-visual equipment, such as projectors and monitors.

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General Policies

All hardware, software, and components purchased with Glendale Community College funds are the property of Glendale Community College. Purchases shall be made by following all purchasing rules and guidelines.

All software installed on Glendale Community College systems (including all commercial and shareware products) must be used in compliance with all applicable licenses, notices, contracts, and agreements.

Software installation requires an administrative password to the computer. These passwords are not granted to users by default. To have software installed on their College-owned computers, employees are asked to contact the help desk at extension 4357. Employees may request an administrative account for their computer through their division chair or department manager. Requests will be forwarded to the Director of IT Operations at the discretion of the division chair or department manager. A decision will be made whether to grant the request based on the employee's level of use. If granted, employees will be required to sign an Administrative Password Agreement (appended to this document) acknowledging the regulations and best practices related to using an administrator password.

Software Titles and Purchasing Procedure

A list of software licenses and other components owned by the College can be found at the following url.

<INSERT URL> [Private Links; review cycle cited on list]

If a department wishes to purchase software or computer-related components, the department should review the list at the above url first to determine whether the College already owns a license for that title or one that is comparable.

In the event that an employee or department needs specialized software or components that are not listed at the above url, the employee or department must submit an IT hardware/software request form (initiated by the division chair or department manager) available online at http://www.glendale.edu/it/equip_req1.htm). The following criteria will be used in evaluating item requests.

- Availability of alternatives
- Compliance with Section 508 accessibility/ADA mandates

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- Issues related to compatibility/interoperability with existing components (based on technical specifications)
- Support and maintenance agreements (If the item requested is not supportable by ITS, then alternate support options will need to be arranged).

All hardware/software requests must be approved by the division chair/department manager and the Associate VP of ITS or Director of User Support Services. In addition, all instructional related hardware/software requests (i.e., software for development of instructional materials or classroom use) must also be approved by the Associate Dean of Instructional Technology. In some cases, a review and approval by the Campuswide Computer Coordination Committee (4C) and/or Technology Mediated Instruction Committee (TMI) may be necessary.

After the appropriate approval is obtained, the department may then proceed to requisition the item(s).

All IT hardware and software will be delivered to ITS for tagging, testing, and proper configuration before the item is installed. IT will then enter this information into the appropriate database.

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Administrative Password Agreement

You have requested to be given an account for administering your College-issued computer. This privilege carries additional responsibility with it. This account will be in addition to your regular account. It is recommended that you use your existing account for your day-to-day computer usage. Only log into the administrative account when needed (e.g., to install new software).

All software installed on Glendale Community College systems (including all commercial and shareware products) must be used in compliance with all applicable licenses, notices, contracts, and agreements. It is recommended that you keep all original paperwork for any software that you install and forward a photocopy to ITS. Please be extremely careful when installing new software.

You should also create a secure password for your administrative account. Please do not use your user name or any other password that is easily guessed. This includes your name, spouses or children names. It is also advised to include at least one numeric digit in the password. This should be done immediately. You should also change this password on a regular basis (at least every 6 months).

Your access rights or network privileges may be revoked in the future if we detect problems originating with your computer that threaten the College network or the ITS department determines that college policies are not being followed.

If you have any questions, please feel free to contact the helpdesk at extension 4357 or email helpdesk@glendale.edu.

Print Name

Signature

Date

Supervisor

Date

Approved By

Date