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Next Review Date: 1/2024
Last Reviewed: 1/2021
Review Responsibility: Director of Information Technology

FCCS PROCEDURE

NO.: 12B.1

SUBJECT: REQUESTING EQUIPMENT

Approved by: Executive Council
Effective Date: February 25, 2010
Date(s) of Revision: Apr 1, 2013; Sep 20, 2016; Jan 26, 2021
Responsible for Implementation: All Staff

Requesting Equipment

FCCS employees are initially provided with a standard technology solution suitable for performing their duties. This typically includes:

- 1) Desktop PC/Surface/Laptops with monitor/s, keyboard, and external mouse, or a mobile device
- 2) Desk phone
- 3) Printing capability – multiple shared local printers are provided for all staff.

Special equipment may be requested to assist those with documented disabilities, medical conditions or specialized equipment. Consult with HR Leave Specialist regarding appropriate documentation.

This policy also applies to departmental hardware needs.

If additional or replacement technology is required to fulfill individual or departmental job responsibilities, such as speakers, headphones, headset, personal printer, personal scanner, larger monitor, digital camera, etc. then follow the procedure below.

Procedures:

- 1) Email the IT Service Desk at ITServiceDesk@fccc.us.
 - a) Specify the hardware you need and provide details if known.
 - b) Indicate the business purpose.
 - c) The Director of IT and Requestor's Associate Director or above must approve the request. Approval will be based on consideration of factors including budget, agency policy, equity of hardware across the agency, compatibility with existing infrastructure, data and/or network security, strategic direction of IT, alternative solutions, and other relevant factors.
 - d) The IT Director will approve or reject the request with an explanation.
- 2) If the approved item is not already available, the agency's purchasing policy will be followed by IT to obtain the requested item.
- 3) The IT Service Desk will track and process the approved request.
 - a) The IT Service Desk will notify you of the expected installation date. This will depend on availability of the hardware and schedules of the Service Desk personnel.
 - b) A member of the IT Service Desk will call and set up a time to do the installation. They will set up and test the hardware with you.

Unapproved Hardware

Any hardware that is temporarily or permanently connected to an Agency PC must be approved by IT and management.

Hardware Replacement

Hardware replacement at FCCS is based on the following schedule:

- 1) The Desktop PCs/Surfaces/Laptops, with the accompanying monitor/s, keyboard, and mouse are upgraded based on a five (5) year schedule. Each PC has a service period of five years and is typically replaced after five years of service.
 - a) If a new Desktop/Surface/Laptop is required before the replacement schedule dictates (legitimate business need and approved by

management) a new or refurbished Desktop/Surface/Laptop will be provided.

- 2) Most other equipment, such as personal printers, telephones or scanners, are replaced as they become inoperable or as the agency's technology infrastructure requires it.

NOTE: It is the employee's responsibility to return all agency property upon resignation/retirement. See Employee Handbook section 16A Resignations/Retirements.