

Technology Policy and Standards
Policies for the Presbytery's Investment in Technology

Computer technology represents a substantial investment for the Presbytery of Chicago and also requires significant effort and expense to support and maintain. These policies and procedures seek to improve the efficiency of operations and ongoing support, to lower the initial cost of ownership of computing assets, and to reduce overall costs to the POC.

1.0 Scope

1.1 Definition of Computing Assets

"Computing assets" in these policies shall be defined as equipment owned by or licensed to the Presbytery of Chicago, including:

- Desktop and Laptop Computers
- Software (licensed commercial software, freeware, shareware, demonstration software, custom software)
- Internet access
- Printers, including multifunction copiers
- Scanners
- Other computer peripherals
- Data projectors
- Networking equipment
- Servers
- Cabling
- Fax machines which are part of multi-function printers
- Personal digital assistants
- Other items that connect to computer networks overseen by ISWG.

Note: telephone equipment and voice mail is not included in the scope of this policy, but may potentially come under its scope if Voice over IP is implemented by the POC.

These policies also apply to:

- any consulting or contract work which is intended to result in the planning, purchase, creation, or deployment of technology as described above, and
- technology services including Internet and telecommunications services and maintenance contracts which involve technology products.

1.2 Exempted Items

The following items are exempted from Section 4 of these policies:

- Software fonts
- Digital cameras
- Cell phones

These policies do not apply to the following items:

- Telephone system and voice mail
- Standard office equipment such as calculators and typewriters
- Consumable supplies such as toner cartridges and paper
- Radios

1.3 Ownership

All computing assets purchased for the Presbytery, or any of its related entities, are the property of the Presbytery of Chicago and will be managed according to the terms of these policies.

All computing assets and resources developed by POC employees in the course of their employment are the sole property of the POC, unless otherwise approved in writing by the Executive Presbyter. Any contracts for development of Computing Assets or resources for the POC must provide that the product shall be the sole property of the POC and a work made for hire for copyright purposes, unless otherwise approved in writing by the Executive Presbyter.

1.4 Application of Policies

These policies apply to the Presbytery, or any of its related entities, which use computing assets which belong to the Presbytery of Chicago.

1.5 Ultimate Authority

All proposals, recommendations and decisions made by the Information Systems Work Group are subject to the concurrence of the Executive Presbyter or his/her designee.

2.0 User Responsibilities

2.1 Responsible Use of Technology

The POC's computing assets are intended for the business purposes of fulfilling the mission of the Presbyterian Church (USA). It is the responsibility of POC users to abide by the provisions of these policies and related procedures. Every user of POC is responsible for using POC's technology assets in an effective, ethical, and lawful manner. Use of POC's technology assets for personal or private financial gain is strictly prohibited. Use of POC's technology assets for excessive/extended personal use (e.g. personal e-mail, games, chat rooms, music, downloads, etc.) is strictly prohibited. Instant Messaging (IM) is prohibited at all times.

2.2 Protection of POC Technology

POC users and related contracting entities are prohibited from using software designed to destroy data, provide unauthorized access to computer systems, or disrupt computing processes in any way. Using viruses, worms, Trojan horses and other invasive software is expressly forbidden. The Information Systems Work Group has installed anti-virus software on all computer systems. As a protection for the computer network all users are required to have it activated at all times. Tampering with or modifying anti-virus software is strictly prohibited.

3.0 ISWG Responsibilities

3.1 Management of Computing Assets

The Presbytery Coordinating Commission, through its Information Systems Work Group, will be responsible for complete life cycle management of the technology assets, including determining standards, forecasting, planning, funding, ordering, and scheduling replacement of obsolete equipment, and upgrading software and hardware. The Presbytery Coordinating Commission, through its ISWG, will be responsible for technology evaluation, review and selection. All technology purchases will be subject to approval by the Executive Presbyter or designee.

3.2 Non-Standard and Obsolete Technology

Non-standard software and hardware that is currently installed and properly licensed on end user systems will continue to receive support if that has been the service support arrangement in the past. However, ISWG may cease supporting software if it is more than three years old, or the software is incompatible with POC standard applications, hardware, or operating systems. ISWG will notify the office staff through its Staff IT Team at least six months in advance when any standard software or hardware will no longer be supported as of a specific date. ISWG also will consult with the affected end user about replacement options that meet the current standards.

3.3 Resource Pools

Within budgetary constraints, ISWG will attempt to maintain a limited pool of computers and printers that will be available for loan to POC user for temporary replacement of malfunctioning work place equipment.

4.0 Standards

4.1 Selection of Standards

ISWG will be responsible for selecting the standard technology solutions for POC. The standards will be reviewed and updated at a minimum of semi-annually.

4.2 Criteria for Deployment

Technology will be deployed to support the work of the POC in a cost-effective manner. In order to optimize POC's investment in technology, it is important to select the least costly solution that enables an user to perform the functions of his or her job. No more than one computer, will be issued to each user. Thus, technology assets will be issued to users based on job requirements. Exceptions to this policy must be approved by the Executive Presbytery.

Personal Computers

Users will be issued a standard desktop PC unless their job description and functions require one of the following:

High End Desktop PC. Required for resource-intensive applications such as graphic design, application development, and multi-media production.

Laptop PC. Recommended for exempt users whose jobs require frequent travel and/or substantial overtime outside the Presbytery offices.

Printers

ISWG will use the following guidelines when deploying printers:

- All printers will be networked and shared. Exceptions to this guideline must be approved by the Executive Presbyter.
- Selected network printers on each floor will be equipped with features allowing for confidential printing.
- Printers will be dispersed geographically.
- The standard printer to user ratio will be 1:6.
- Special printing needs will be accommodated in the least costly manner.

Other

Other technology assets will be deployed only after consultation with ISWG, and with the approval of the Executive Presbyter or designee.

4.3 Equipment Replacement

Computer equipment has a practical life expectancy and will be replaced on a schedule that optimizes POC's total cost of ownership. Retaining hardware beyond its obsolescence increases the support and maintenance costs for POC and makes it difficult for users of the equipment to use current software applications. Obsolete equipment that requires excessive support, equipment that is broken, and equipment that cannot provide required performance will be replaced. All other items will be replaced only as necessary.

4.4 Removal of Equipment

ISWG only will be responsible for removing excess equipment for redeployment, donation or disposal. Users will be expected to assist with this effort by turning over extraneous equipment upon request. Users are not to remove equipment unless authorized by ISWG.

5.0 Purchasing Policies

5.1 Purchasing Technology

POC is responsible for providing staff with the technology tools needed to complete their tasks, including securing and maintaining safe and legal software. To assure the integrity of this function, all purchases of computing assets must be made through the ISWG.

Purchases shall be made in accordance with existing standards for computer hardware and software. (See Section 4 of these policies.) POC will not honor unauthorized contracts, nor will other unauthorized purchases be eligible for reimbursement.

5.2 Reviewing Requests

In order to meet the needs of the whole POC, all requests for computing assets will be submitted to ISWG for review and approval.

5.3 Selection of Vendors

ISWG will be consulted by the POC's purchasing entity in the selection of the most qualified and reliable vendors for technology products and services in compliance with other relevant policies. The ISWG will negotiate pricing for standard issue products and will provide expertise on the qualifications of vendors. ISWG will assume responsibility for negotiating contracts requiring technical expertise.

5.4 Purchasing Policies of Related Contracting Entities

Related contracting entities may have other contractual provisions for software acquisition. Related contracting entities must purchase only software that complies with the software standards if the software will run on the network managed by ISWG. This means that the software must be compatible to the POC's current environment, software and hardware. (Note: an example of a "related contracting entity" would include a subject matter expert, an independent consultant, or a part time contractor utilized by the POC.)

5.5 Customized Software

ISWG may develop customized software or may coordinate with a third party on development of customized software to satisfy the business or operational requirements of the POC. All such development of software for use on the POC network must comply with the programming and security standards that govern POC's environment.

5.6 Freeware, Shareware, Etc.

Software, such as shareware, freeware, available from the Internet, distributed by vendors, demonstration software, or received by electronic mail may be acquired by users on behalf of the POC only with ISWG prior approval, said approval not to be unreasonably withheld. End users are encouraged to consult with ISWG before acquiring such software, since it may be non-standard and unsupported by any entity. Likewise, such software generally carries no warranties, has no support, may contain coding/processing bugs, and has that value associated with free products. End users must notify ISWG of acquisition of such software in order to ensure that the end user's software profile is up to date for audit and support purposes. End users may be held responsible for damage to POC's network caused by installation and operation of such software.

5.7 Fixed Assets Tracking

ISWG will coordinate with Accounting staff to ensure that fixed asset tracking information is provided in a complete and timely manner.

6.0 Use of Software

6.1 Software Installation

All software to be installed on POC computing assets must be installed by ISWG or authorized contractor unless ISWG agrees in advance that another qualified party can perform the installation. Users are not permitted to install shareware, freeware, vendor software, demonstration software, or software from the Internet or electronic mail without express approval from ISWG, its Moderator, or the Executive Presbyter (or his/her designee).

6.2 Personal Use Software Installation

Users who travel for extensive periods of time or who are deployed regionally may install personal use software on computers provided by the POC at their own risk. "Personal Use" software means software not required to carry out functions of assigned job duties. Such installation of personal use software must have their supervisor's prior approval and must not interfere with the operation of the computer or software provided by POC. The individual user assumes responsibility for the proper licensing of personal use software and for maintaining the license and evidence of payment on file. The POC does not assume any liability for copyright violations associated with installations of personal use software and reserves the right to require removal of such software at any time at its sole discretion after consultation with the user's supervisor. If personally installed "personal use" software interferes with the business functions of the PC requiring a corrective support call/service, the user's supervisor will be notified and user may be financially liable for the cost of the corrective effort.

6.3 Stated Policy on Use of Software

All computer software used on POC computing assets must be licensed and used in accordance with the restrictions and requirements specified by the owners/licensors of the software. The unauthorized duplication of copyrighted software or documentation is

a violation of the law and is contrary to established standards of conduct for POC users, and may constitute a breach of contract with the POC in the case of a related contracting entity. Users who make, acquire or use unauthorized copies of computer software or documentation may be subject to disciplinary action. The Electronic Mail/Internet Policy is incorporated by reference into this document. Users shall not, nor shall they permit anyone else to, download or upload any material, photographs, or images from the Internet or any other source onto POC computing assets determined in POC's sole judgment to be obscene or pornographic. Related contracting entities are encouraged to adopt a similar E-mail/Internet policy.

6.4 Audit and Removal of Software

POC reserves the right to audit the software installed on all computers owned by the POC or attached to its internal network, and to take any action it deems necessary to protect the interests of the POC. Unlicensed (considered theft by many software vendors), illegal, unidentified or unapproved software installed on POC computing assets is subject to removal upon its discovery, after consultation between the user, the user's supervisor, and the ISWG. The incident will be reported under the procedure set out above.

6.5 Storage of Software Media

The software installation media, serial numbers, and user license agreements must be stored in a secure central location to protect against theft, loss, or accidental damage. The software installation media must be filed in such a manner as to ensure accurate and prompt retrieval by ISWG or contractor personnel in case it is required to resolve a problem.

6.6 Contracting Entities

All related contracting entities of the POC that use computing assets owned by the POC will agree to abide by the terms of this policy, including granting ISWG the right to audit and remove software if necessary, as a condition of continued use. Any applicable notice provisions included in the contract between a related contracting entity and the POC will be honored except in exigent circumstances. Failure to comply with software license agreements and/or this software policy may result in removal of access to the POC's computing assets.

7.0 Exceptions and Conflict Resolution

7.1 Requests for Exceptions

Any requests for exceptions to the policies stated in this document or related procedures or standards should be submitted in writing to ISWG for review.

7.2 Situations Outside the Standards

POC staff may occasionally encounter a situation that falls outside the standards set forth in this document. Should this occur, the staff member should prepare a written request for ISWG to review the situation. The request should include such items as:

- A description of the need and why it is important
- A description of the communication process
- A list of tools or protocols, if available
- Any information related to the security of the process.

ISWG will review the request and evaluate it based on the following factors:

Mission (Business) need
Cost Risk Standards
Support issues
Available options/alternatives

Every effort will be made to provide a solution that satisfies the business requirement in a secure manner.

7.3 Conflict Resolution with ISWG

The Executive Presbyter shall be responsible for resolving conflicts that occur between an individual or entity and the ISWG in regard to the application or enforcement of the guidelines contained herein. Appeal of the decision of the Executive Presbyter shall be to the Coordinating Work Group when applicable.

8.0 **Projects and Consulting**

Information Systems Work Group will provide consulting and technical expertise for all projects at POC which involve technology. In order to provide the best service and make efficient use of time, ISWG should be brought into the project at the earliest possible time. The Moderator of ISWG may decline to approve contracts, purchase requests or installation relating to projects pending consultation with ISWG.

9.0 **Review and Revision of Computer Assets Policies**

9.1 Semi-Annual Review

Technology and the needs of the organization are not static, and neither is this document. ISWG will review and update the standards and procedures outlined in this document semi-annually, or as needed, to reflect any changes which have been approved since the last update.

9.2 Comprehensive Review

The Moderator of ISWG will initiate a comprehensive review of this policy at least every two years, or as needed, to evaluate the effectiveness of the policies and their ability to meet the needs of the users of the POC's computing assets. Any recommended changes should be made to the Presbytery Coordinating Commission.

Appendix 1 – Standards

Standard desktop PC. An Intel-based computer with a Windows operating system configured to perform standard POC office functions including e-mail, word processing, spreadsheets, web browsing, and other typical applications.

High End desktop PC. An Intel-based computer with a Windows operating system configured for resource-intensive applications such as graphics design, application development, multi-media production, and similar applications.

Laptop PC. An Intel-based mobile computer with a Windows operating system configured with a docking station for connectivity to the POC local area network.

Electronic Mail / Internet Policy

1. The Electronic Mail (E-mail) / Internet system, and all documents generated or communicated through it are records of the Presbytery of Chicago.
2. The E-mail system and access to the Internet should be used for POC business purposes only. The POC reserves the right to monitor the E-mail system and Internet access, including ensuring that it is being used for business purposes. Use of these systems for informal or individual personal use is permissible only within reasonable limits.
3. Users who are found to be using the E-mail system or Internet access for personal business or found to be using these systems in violation of this policy, or the Presbytery's Technology Policy and Standards document, shall be referred to the Staff Personnel Work Group for corrective action up to and including general dismissal.
4. Special consideration should be given to sending or forwarding sensitive information via the E-mail system. E-mail system messages should be written with the same care as other written documents. Employees are expected to communicate with courtesy and restraint. The Presbytery of Chicago reserves the right to issue E-mail system / Internet access security policies and practices.
5. The POC reserves the right to access E-mail system and Internet access records when required to do so or requested by law enforcement or government officials, or by a court of law, in which case, disclosure of information may be done without notification to or permission from the employee sending or receiving the message(s), at the employer's sole discretion and as required by law.
6. Broadcast E-mail messages should be sent to all POC staff only if there is a legitimate business reason to do so.