

Policies & Procedures

PERSONAL COMPUTERS

HARDWARE

Section: IT Policies

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Subject: Personal Computers/Hardware

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POLICY

Personal Computers (PCs) are managed and supported at Davis Behavioral Health by the IT Department. Specifically, this function coordinates the authorized purchase of PC equipment and provides training and technical support to users relative to PC use and resolution of any problems they may experience. Therefore, the IT Department is available to assist programs in determining their needs and applications and will recommend equipment, software, and/or training that will meet their needs.

PURPOSE

To ensure that all PC's purchased are compatible with other agency PCs, with the DBH Network, and with the DBH operating system.

PROCEDURES

- 1) Justification
 - a) Individual programs are responsible for conducting their own cost/benefit For non-budget equipment, as with all computer equipment, a "support ticket" must be submitted to the IT Department which will review it for compatibility and forward the request through the proper channels. All computer and hardware requests over \$400.00 must be approved by the Chief Financial Officer before the purchase.

- 2) Maintenance
 - a) If any PC equipment fails (CPU, monitor, or printer), the IT Department will assist users in determining/resolving specific problems they are experiencing. Initially, the problem will be addressed over the phone. Some problems will require IT staff to personally come to an employee's desk.