

Information Systems - Gilmer County School System Hardware and Software Guidelines and Procedures

*The online version of this document is the most up-to-date version and supercedes all other versions of this document. When making decisions always refer to the online version at www.gilmerschools.com

Introduction

The safe and efficient use of the Gilmer School System's Intranet is dependent upon the establishment and maintenance of strict standards. These standards include, but are not limited to: hardware, software, training, maintenance, and support. Therefore, prior to making a decision concerning acquisition and implementation of either hardware or software, each of these components must be taken into consideration. Further, because the Department of Information Systems has the responsibility of managing the Intranet, the department must be consulted prior to acquisition of hardware and/or software rather than after purchases have been made. The following procedures are designed to ensure proper use of the Intranet as well as to provide more efficient services to the users.

Hardware Procurement and Installation

Purchasing

The Gilmer School System Information Systems Department negotiates pricing with several manufacturers for single purchases as well as multiple unit purchases. When negotiating pricing, Information Systems ensures that the local schools and individual departments will be guaranteed the same pricing. Therefore, it is in the best interest of the local school, parent groups, teachers, administrative and instructional departments, etc. to use the pricing and terms negotiated by Information Systems for purchasing computer hardware and peripherals. Information Systems maintains a comprehensive database of current prices to distribute for such purchases. In order to obtain this information, schools and administrative departments should contact the Information Systems' Department for the most current pricing and ordering information.

Equipment purchased by the local schools that is not approved by Information Systems will not be maintained or connected to the LAN/WAN by Information Systems nor will warranty service be honored. Purchases made outside the guidelines, purchasing recommendations, and recommended manufacturers will be the responsibility of the local school or department.

Please fill out the appropriate technology purchasing form for approval.

Installation

It is the responsibility of the local school to schedule the installation of hardware purchased so that the warranty is not invalidated in any way. In most instances Information Systems will assist with installation or has negotiated the installation into the price of equipment in conjunction with a hardware bid or with an installing dealer. If personnel in the local school installs equipment and negates the warranty it is the responsibility of the local school to rectify the problem and assume all responsibility for maintenance.

Schools, administrative departments or instructional departments securing hardware to be installed and supported by Information Systems must coordinate with Information Systems Technical and Support Services for installation, system integration and implementation. Equipment purchased without prior notice to and planning with Technical and Support Services will be scheduled for installation support after on-going projects are complete. It is not the responsibility of Information Systems Technical and Support Services to install equipment upon notification if the request is not planned and scheduled through the proper channels. Equipment purchased that must be integrated into the WAN or LANs cannot be installed without the supervision of Technical and Support Services.

Software procurement and installation

Software for stand alone systems

The Information Systems Department maintains a current list of software vendors that offer Gilmer School System special pricing and site or district licenses for software procurement. Information Systems recommends that prior to purchasing software for stand alone systems, schools and administrative departments consult with Information Systems Support Center and IS Instructional Coordinators to ensure that the software will run on the computer hardware and peripherals in the school and that pricing is appropriate. Information Systems will not support software purchased without prior approval.

School personnel should carefully read the Intranet Acceptable Use Policy (software copyright and network procedures) prior to any software purchases. Schools and administrative centers should always consult Information Systems for assistance and recommendations prior to any software purchases. It is the responsibility of the local school to install and maintain software purchased for stand alone systems. If software is damaged upon inspection, it is the responsibility of the local school to coordinate the replacement of said software with the vendor. If software is installed on any workstation and there are alterations made to the system files or configuration files, it is the responsibility of the local school to rectify the problem locally.

Schools, instructional departments, and administrative departments purchasing software for installation without coordinating the process with Information Systems prior to review, prototype, purchase and installation will be expected to pay for technical support that meets the approval of Information Systems Department.

Software that is loaded on the hard drives of systems in any site that is deemed to be illegal, i.e. a violation of copyright, will be removed. Therefore, it is the responsibility of each site to maintain a record of locally purchased software and the license count.

Software for file servers and networked systems

Schools, instructional departments and administrative departments are not authorized to purchase network licenses of software without prior approval of Information Systems. If software is purchased without approval, there are no guarantees that the software can or will be loaded. Schools, instructional departments, and administrative departments are not authorized to load software onto networks without approval from Information Systems. The technicians at all sites are trained to perform technical tasks under the direction of Information Systems. It is under this supervision that they are given direction to install and/or remove programs from networks within the sites they support. Unauthorized software on networks is considered illegal and will be removed by Information Systems. Please consult the Gilmer School System Intranet Policy and Procedures (This document is currently being completed. Please consult your Technician.) for copyright guidelines, responsibilities, and expectations.

System Support for Systems Removed From Gilmer County School System Property

It is the responsibility of the individual using Gilmer School System equipment outside the school system to ensure that the equipment is returned to Gilmer School System premises in the same condition and configuration as it was received. Individuals are responsible to ensure that systems remain virus free, that system configuration files are not altered, and that programs are not deleted or destroyed. Systems will be covered under the maintenance program as long as they have not been abused under any circumstances. If system software is altered and special configuration is required to restore the system to its original state, it is the responsibility of the Gilmer School System employee to reimburse Gilmer School System for services rendered.

Assistance in completing special requests

Please contact the Technician assigned to your school for assistance in completing requests for software and hardware. Technicians can assist with the acquisition of and research for information regarding specified hardware and software requirements.