



SACRAMENTO POLICE DEPARTMENT

GENERAL ORDERS



410.12 INSTALLATION/MOVEMENT/MAINTENANCE OF COMPUTERS 09-16-91

PURPOSE

To establish responsibilities for the installation, and maintenance of computer network peripheral equipment connected to the Public Safety computer.

POLICY

That the installation, movement, and maintenance of computer network peripheral equipment be serviced only as prescribed in this order.

PROCEDURE

A. GENERAL

1. The Data Services Unit, Office of Administrative Services (OAS), Data Services Section, shall install, move and maintain all computer network peripheral equipment connected to the Public Safety computer.
 - a. Microcomputer equipment (PC's, PC printers, disks, etc.) not linked to the Public Safety computers is not covered by this order.
 - b. Typical Public Safety Computer network equipment shall include, but is not limited to:
 - (1) terminals
 - (2) printers
 - (3) TCU80 protocol converters
 - (4) cabling and connectors
 - (5) Muxservers
 - (6) DECmuxes
 - (7) modems and other "direct connect" devices.
 - c. scheduling target dates for activity completion and connectivity testing.
2. The Data Services Section shall not be directly responsible for the acquisition, justification, budgeting, approval or financing of such equipment. However, staff shall be available to assist each user group with this process.

B. ROUTINE EVENTS

The following procedure is established to cover routine events that affect Public Safety computer connectivity.

1. Each unit requiring a change to its computer peripheral equipment configuration shall assign an Computer Security Committee Member (Member) who shall contact the Data Services Section Manager (Manager) and describe the activity or task.
2. The Manager shall:
 - a. document the request for service and assist with scheduling the activity or task
 - b. notify the designated Member when the activity or task is completed.

C. NEW EQUIPMENT ADDED TO THE NETWORK

1. Acquisition (Planning Stage)
 - a. Before the planned acquisition of this type of equipment, the designated Member shall contact the Manager to determine if the potential acquisition can be supported within the current network environment and configuration. A phone call or short memorandum will initiate the planning process.
 - b. The Manager shall assist the Member with preparing cost data and other information relative to actual installation preparatory to equipment request approval.
2. Acquisition (Approved)

The Manager shall assist the Member and user section staff in ordering the equipment as well as planning and coordination of the site preparation. Target dates for wiring, connectivity, programming and actual installation shall be developed at this time.
3. Actual Acquisition (Equipment on Site)

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- a. The Member shall notify the Manager when the equipment is on-site and ready for installation.
- b. The Data Services staff shall actually install and test the equipment. All programming changes and internal network documentation shall be updated at this time.
- c. The Manager shall notify the Member when the equipment is ready for operational use.
- d. The Manager shall formally notify the Member when this activity has been completed.

D. RELOCATION OR RECONFIGURATION OF EQUIPMENT

- 1. Temporary Removal and Reinstallation Required
Examples: Major remodeling, unit painting, new carpet, etc.
 - a. Before physically moving or disconnecting any established equipment, the Member shall contact the Manager and explain the activity.
 - b. The Manager shall assist the Member and remove and reinstall the applicable devices.
 - c. All reinstalled equipment shall be tested by Data Services staff when the reinstallation is completed.
 - d. The Manager shall formally notify the appropriate Member when this activity has been completed.
- 2. Permanent Reconfiguration or Relocation of Equipment
 - a. Before physically moving or disconnecting any established equipment, the Member shall contact the Manager and explain the activity.
 - b. The Manager shall assist the Member with the planning effort, develop associated costs, if applicable, and schedule the relocation.
 - c. The Manager shall be responsible for the physical movement, programming activities and testing of the devices within the designated area. All internal network documentation shall be updated at that time.
 - d. The Manager shall formally notify the appropriate Member when this activity has been completed.