

## Hardware Support Policy

### Table of Contents

<b>1. Overview</b>	2
<b>2. Purpose</b>	2
<b>3. Scope</b>	2
<b>4. Policy</b>	2
4.1.1. Full Support Hardware	3
4.1.2. Limited Support Hardware	3
4.1.3. Unsupported Hardware	3
<b>5. Purchasing limited support hardware</b>	3
<b>6. Policy Compliance</b>	4

## 1. Overview

The Rockdale County Technology Services Department is committed to providing computer and information systems support for all staff members throughout Rockdale County. To this end, Rockdale County Technology Department technicians are trained to troubleshoot hardware problems on a limited number of computer configurations, with tools specialized for those configurations. This process leads to more efficient troubleshooting, a deeper pool of knowledge shared among our technical support staff, and more predictability of hardware-related issues such as life cycle, software compatibility, and other technology services offered to Rockdale County.

## 2. Purpose

This policy aims to describe the basic level of service that will be provided for standard and non-standard equipment, as well as to identify the limits of the Rockdale County Technology Department's support role. In addition, this document defines the configuration baseline for all Rockdale County-owned hardware, (Reference Appendix A)

## 3. Scope

"IT support" is defined as responses to any queries made by end users to the Rockdale County Technology Services Department (TSD) regarding failures, problems, issues, questions, and other matters relating to the operation and continuity of county-owned technology.

The range of support offered TSD staff will vary depending on the problem, the number of staff or resources available to resolve the issue, the criticality of the issue, and other factors regarding the nature of the support requested. Priority will generally be given to mission-critical applications, workflows, and assets first, moving down in priority sequence.

## 4. Policy

All hardware purchased must adhere to a baseline configuration. This baseline includes the following:

- An OS that is either Windows Enterprise, MacOS, or Red Hat Enterprise Linux
- Administrative access for TSD staff
- Installation of all Technology management-related software ex. (EP, SCCM, etc.)
- The machine has been tagged and inventoried by TSD

In addition to these baselines, TSD reserves the right to install additional management tools and/or software on any fully supported hardware.

### 4.1. Support Categories

There are three main support categories available to Rockdale County users/staff.

#### 4.1.1. Full Support Hardware

Fully supported hardware includes all Rockdale County-owned computers purchased through TSD recommended vendor. These machines are considered fully supported for up to 5 years, at which point they will remain eligible for limited support only. Full support includes the following:

- a. Setup to ensure the machine meets the baseline configuration, as well as any additional software or data transfer needs
- b. Technicians that are trained to troubleshoot problems with the hardware; and that are informed about warranties and procedures for repair under warranty.
- c. Technicians that have access to and maintain disk images for your hardware containing standard software
- d. Assistance with installing and troubleshooting software
- e. Technicians that are committed to resolving issues in an efficient and timely manner

#### 4.1.2. Limited Support Hardware

Limited support includes previously fully supported machines that are more than five years old and any new County-owned machines that were NOT purchased through the TSD recommended vendors.

Limited support includes the following:

- a. Setup to ensure the machine meets the baseline configuration, as well as any additional software or data transfer needs
- b. Software installation for TSD provided software
- c. General information about connecting systems to the network and network resources
- d. TSD will not maintain information about warranties or procedures for repair under warranty
- e. TSD will only be able to provide limited time to work on problems with these machines

#### 4.1.3. Unsupported Hardware

Unsupported hardware includes personal, non-Rockdale County-owned hardware and hardware that is outside of the “standard” County issued hardware. TSD staff are not permitted to work on unsupported computers except in emergency situations where the computer threatens the integrity of the Rockdale County Network and its Users. You shall be responsible for ensuring that any Equipment acquired from a third-party vendor is in reasonable working condition and configured in accordance with our technical requirements. You shall not access or use the Services with any equipment or devices other than supported equipment without our consent. TSD will have no liability for your access or use of the Services with any equipment or device that is not supported by TSD, even if we have consented to your use of such device.

### 5. Purchasing limited support hardware

TSD office understands that sometimes it is necessary to veer away from the recommended vendors. In such cases, we request that you check with us regarding the computer configuration. We will check for compatibility with current resources, known issues, and possible alternatives and let you know whether we can process the order through our office.

at a TSD. TSD will make every effort to purchase uniform technologies to make replacement, parts replacement, and repair easier and less expensive (for the Total Cost of Ownership).

6. Policy Compliance

TSD will verify compliance with this policy through various methods, including but not limited to periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

Approved this 9 Day of May

Rockdale County, Georgia  
Board of Commissioners



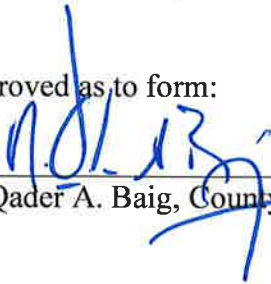
Osborn Nesbitt, Sr., Chairman

ATTEST:



Jennifer O. Rutledge, County Clerk/Executive Director  
Government Affairs

Approved as to form:



M. Qader A. Baig, County Attorney