



**REPEALED – MERGED WITH POLICY 8.04**

*State of Florida*

**Department of  
HIGHWAY SAFETY AND MOTOR VEHICLES**

<b>SUBJECT</b> MICROCOMPUTER PROCEDURES	<b>POLICY NUMBER</b> 8.02
<b>POLICY MAINTENANCE ADMINISTRATOR:</b> Information Services Director	
<b>PURPOSE/SCOPE:</b> To establish Department policy and procedures for the acquisition, use, security, and support of microcomputers.	

**I. AUTHORITY**

[Chapter 282](#), Florida Statutes

**II. DEFINITIONS**

- A. Business Area Support Group - A group that may be formed within a division or bureau to act as a liaison between division or bureau personnel and the Microcomputer Support Section (MSS). Responsibilities include the coordination of microcomputer requests, assistance, training and first line support for field sites. Responsibilities may also include Local Area Network administration assistance for backups and account management functions.
- B. Field - Located outside of the Neil Kirkman Building.
- C. Information Systems Administration (ISA) Help Desk - The ISA Section that receives requests for assistance from customers using Department computer equipment or network. Requests are logged and routed to the appropriate support section or vendor for resolution. Microcomputer assistance calls are routed to MSS. The ISA Help Desk is operational from 6:30 a.m. to 6:00 p.m. Eastern time, Monday through Friday, excluding State holidays. Its telephone number is (850)617-3801 (SUNCOM 217-3801).
- D. ISA Microcomputer Standards and Guidelines- A document produced by ISA describing the current microcomputer hardware and software standards adopted by the Department. This document is updated as necessary due to changing technology.

<b>Executive Director</b> Original Signature on File	<b>Effective Date</b> 04/15/87
<b>Page</b> 1 of 12	<b>Revision Date</b> 09/06/02

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

SUBJECT	POLICY	PAGE
MICROCOMPUTER PROCEDURES	8.02	2 of 12

- E. Local Area Network (LAN) - Two or more personal computers located in the same area or building interconnected by a cable for the purposes of sharing application files, peripherals, data files, etc.
  
- F. Microcomputer Services Request Form - Form HSMV 93902 used by MSS and Business Area Support Groups to define detail requirements for microcomputer equipment, network, and software acquisitions.
  
- G. Microcomputer Support Section (MSS) - The ISA section responsible for microcomputer support. Responsibilities include technical consultation, hardware and software recommendations, cost quotes, site surveys, installation scheduling, customer assistance, LAN administration and coordination of vendor support.
  
- H. Personal Computer (PC) - A microcomputer based workstation.
  
- I. PC Users Group - A Department group of PC users that meets on a regular basis to exchange information regarding personal computing.
  
- J. Server
  - 1. File Server  

A dedicated microcomputer based workstation which provides file storage for one or more interconnected personal computers.
  
  - 2. Print Server  

A dedicated microcomputer based workstation which provides print functions for one or more interconnected personal computers.
  
  - 3. Gateway  

A dedicated microcomputer based workstation which provides interconnected personal computers access to computing services through shared communications devices.
  
- K. Wide Area Network (WAN) - Two or more LANs located in different buildings interconnected by a public or private telecommunications service provider.
  
- L. Workgroup - Logical arrangement of two or more personal computers that share work tasks on a LAN. One LAN may have several work groups.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

<b>SUBJECT</b> MICROCOMPUTER PROCEDURES	<b>POLICY</b> 8.02	<b>PAGE</b> 3 of 12
--	-----------------------	------------------------

### **III. POLICY**

It is the intent of the Department to provide personal computers to those functional areas demonstrating a need for individualized processing capabilities exceeding those available through existing computer systems. Personal computer resources provided by the Department will be used only for Department business. To ensure current and future interoperability, personal computers must conform to the ISA Microcomputer Standards and Guidelines in effect at the time the PCs are acquired and will be connected to LANs wherever feasible.

### **IV. PROCEDURES**

#### **A. Requesting Microcomputer Services**

Requests for problem resolution, assistance, or questions regarding use of the software will be directed to the ISA Help Desk, telephone (850)617-3801 (SUNCOM 217-3801). Requests for services will be in writing and sent to the Information Systems Director. Services include requests for cost estimates, relocation of equipment, research, and acquisition of software and hardware.

*Procedures for acquisition of software and hardware are:*

1. **Initiation of the Request**

The customer initiates the request by memo to the Information Systems Director. Prior to initiating a request for substantial services or equipment, the customer should obtain his/her division's approval to ensure that sufficient funds are available.

2. **ISA Director Review**

The ISA Director reviews the request and forwards it to MSS for processing or returns it for additional justification.

3. **Site Survey is Conducted**

If the request is from a field site supported by a Business Area Support Group, the site survey should have already been conducted by the appropriate Business Area Support Group and attached to the request. If not, MSS consults with the customer to determine requirements and completes the Microcomputer Services Request form to define detail requirements for equipment, network, and software.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

<b>SUBJECT</b> MICROCOMPUTER PROCEDURES	<b>POLICY</b> 8.02	<b>PAGE</b> 4 of 12
--	-----------------------	------------------------

4. RPO is Initiated

MSS, in accordance with ISA Microcomputer Standards and Guidelines, obtains appropriate vendor cost estimates and prepares a request for purchase order (RPO).

a. Neil Kirkman Building

The "CONTRACT MGR. OR CONTACT" entry on the RPO will be the MSS supervisor's name and the customer's name such as: MSS supervisor name/Customer name. MSS returns the RPO and Microcomputer Services Request forms to the customer.

b. Field

The RPO and the Microcomputer Services forms are returned to the Business Area Support Group which forwards the documents to the customer. If the field site is not supported by a Business Area Support Group, the RPO and the Microcomputer Services forms are returned to the customer.

5. Customer RPO Authorization

The customer completes the authorization portion of the RPO, obtains all required approvals within his/her division, and sends the RPO and Microcomputer Services Request forms to the Information Systems Director. If an RPO for microcomputer equipment or software is received without the completed Microcomputer Services form, it will be returned.

6. Information Resource Request

The Information Systems Director prepares an Information Resource Request (IRR) and routes the IRR, RPO and Microcomputer Services Request forms to the Bureau of Budget.

7. Bureau of Budget Approval

The Bureau of Budget certifies the availability of funds and encumbers the expenditure. IRR, RPO, and Microcomputer Services Request forms are forwarded to the Chief of Staff. Acquisitions that are not approved will be returned to the requester.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

SUBJECT	POLICY	PAGE
MICROCOMPUTER PROCEDURES	8.02	5 of 12

8. Chief of Staff's Approval

The Chief of Staff approves the IRR and returns the IRR, RPO and Microcomputer Services forms to ISA. ISA makes a copy of the IRR and sends the RPO, a copy of the IRR, and the Microcomputer Services Request forms to the Bureau of Purchasing and Contracts

9. Bureau of Purchasing and Contracts Issues the Purchase Order

The Bureau of Purchasing and contracts issues the purchase order and forward a copy of the purchase order and one copy of the Microcomputer Services Request form to ISA.

10. Order Tracking and Status

ISA enters the ordered items into the resource tracking system with an "Ordered" status and sends the requester a copy of the purchase order.

11. Receipt of Items

a. Neil Kirkman Building

In most cases, the Supply Office receives the equipment and software, prepares the receiving report, and delivers the order to MSS. In a few cases, usually rush orders, MSS receives the equipment and software and prepares the receiving report. MSS stores the received items in a secure area.

b. Field

Peripheral equipment or supplemental software may be sent directly to the field. In this case, the customer receives the equipment and/or software, prepares the receiving report, and stores the equipment in a secure area. Workstations and their initial software will be sent to the Neil Kirkman Building and the receipt is handled in the manner described in 11.a above.

12. Installation

a. Neil Kirkman Building

When all required items have been received, MSS schedules the installation. When the installation is completed, the purchase order, completed property transfer form, and manuals are given to the customer.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

SUBJECT	POLICY	PAGE
MICROCOMPUTER PROCEDURES	8.02	6 of 12

b. Field

If the equipment and software is sent to the Neil Kirkman Building as described in 11.b above, MSS loads the software, tests the system, and sends the items to the field site. When all required items have been received in the field, the Business Area Support Group coordinates the installation, completes the property transfer form, and notifies MSS that the items are installed. If the field site is not supported by a Business Area Support Group, the customer, with assistance from MSS, coordinates the installation and completes the property transfer form. Large orders may require the purchase of installation services from third party providers.

13. Status Update

ISA updates items in the tracking system to show an "Installed" status.

14. Installation Records and Software Storage

a. Neil Kirkman Building

MSS retains installation diskettes, software licenses, and Microcomputer Services Request forms.

b. Field

The Business Area Support Group or customer is responsible for making sure that all software media and licenses are stored in a secure area.

15. Microcomputer Use and Training Information

The customer will be provided with the following information:

- ISA Help Desk number;
- Business Area Support number, if applicable;
- A copy of Management Policy 046, "Microcomputer Procedures";
- A copy of ISA Microcomputer Standards and Guidelines;
- A list of available training classes.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

SUBJECT	POLICY	PAGE
MICROCOMPUTER PROCEDURES	8.02	7 of 12

B. Authorized Use of Personal Computers and Programs

1. Use of State Computing Resources

State computing resources will not be used to develop programs or prepare documents for personal use.( Also see Management Manual Policy #067, Personal Computer Use and Internet Access ).

2. Removing Computer Equipment

Computer equipment will not be removed from State facilities, unless specifically authorized by the supervisor responsible for the personal computer equipment.

3. Use of Non-State-Owned Equipment

The use of non-State-owned personal computers in State facilities will be permitted with the prior approval of the office or section supervisor.

4. Use of State-Purchased Software or Hardware

No State-purchased software or hardware will be used with any non-State-owned personal computers.

5. Connecting Non-State-Owned Personal Computers

Non-State-owned personal computers will not be connected to the Department's networks including: LANs, WAN, mainframe, or Office Automation networks.

6. Use of Software

The use of public domain, shareware, downloaded or personally purchased software on Department personal computers is strictly prohibited, unless approval is obtained in writing from the Information Systems Director prior to installation on personal computers. If such software interferes with normal operation of networks or servers, the software must be removed.

7. Software License Requirements

All legal licensing requirements for purchased software must be followed. Supervisors are responsible to make sure that only licensed software is used on personal computers in their area. Deliberate violation of licensing requirements for State purchased software by any member may be cause for disciplinary action.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

<b>SUBJECT</b> MICROCOMPUTER PROCEDURES	<b>POLICY</b> 8.02	<b>PAGE</b> 8 of 12
--	-----------------------	------------------------

C. Non-duplication of Data

1. Mainframe Data Files

Data files residing in the Department's mainframe computer will not be duplicated on personal computers within the Department. Exceptions to this policy may occur when there is a need for timeliness of data or when the volume of data to be entered dictates that it should be entered into a personal computer. Occasionally, data may be added to Department files on a personal computer for a limited period of time. This data is not intended to duplicate that which is included on the mainframe file.

2. Uploading Data Files

No data from a personal computer will be uploaded to the Department's mainframe computer without the written recommendation of the Information Security Manager and the written approval of the Information Systems Director.

3. Rekeying Data

No data residing on the Department's mainframe will be rekeyed on a personal computer unless it is impractical or untimely to gain access to the mainframe files.

D. Security

1. Personal Computer Workstation and Server Security

- a. Security measures for personal computers and servers are the responsibility of the office or section supervisor where these systems are located. The supervisor is responsible for providing physical safeguards for the hardware, software, and data to the same extent as is provided for other Department property in the office.
- b. Access to personal computers and/or servers will be controlled by locating the equipment in areas not easily accessible to the public or non-authorized individuals.
- c. The supervisor must obtain identification from individuals who are servicing equipment under his/her responsibility.

2. Software Security

- a. Copyrighted software purchased by the State is considered confidential and will not be reproduced or released to any person not employed with the Department.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

<b>SUBJECT</b> MICROCOMPUTER PROCEDURES	<b>POLICY</b> 8.02	<b>PAGE</b> 9 of 12
--	-----------------------	------------------------

- b. Federal law allows copyrighted software to be copied for backup purposes. However, extensive penalties may be involved for making unauthorized copies of software products and the individual making the copy may be subject to criminal prosecution.
  - c. For locations within the Neil Kirkman Building, MSS will file installation media and software licenses in a secure area.
  - d. For field locations, the Business Area Support Group and the office supervisor are responsible for making sure that all software media and licenses are stored in a secure area.
3. Data Security
- a. Backups
    - 1) Regular backups of data must be done to protect personal computer workstation and/or server data from accidental erasure, modification or destruction.
    - 2) Backup schedules will be determined and implemented by the supervisor who has the responsibility for the personal computer workstations and/or servers.
    - 3) Backup media will be stored in a secure area, in another office area. Backup media may be sent to the ISA Production Control Section for storage at an off-site facility.
  - b. Sensitive or Confidential Data

Sensitive or confidential data files will be protected by storage on removable media (diskette or magnetic tape, but not hard disk) and keeping the media locked in a secure location when not in use.
  - c. Unauthorized Access by Individuals

Unauthorized individuals will not be allowed access to system procedures, passwords or inquiry/update formats.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

SUBJECT	POLICY	PAGE
MICROCOMPUTER PROCEDURES	8.02	10 of 12

4. Network Passwords

- a. Passwords will be known only to the assigned person and will not be shared.
- b. Passwords will be memorized and not written down.
- c. Passwords will not be stored in data files, printed on reports, taped to workstations or desks.
- d. Passwords will be changed at least every ninety days or immediately if employee problems are encountered.
- e. Passwords will be changed immediately when a member transfers or terminates employment.
- f. Passwords and logon procedures will not be coded in to programmed logon routines or "hot key" macros.

5. Personal Computer Virus Protection

- a. All personal computers attached to LANs or with Department mainframe access must have virus detection software.
- b. All new purchases of stand alone personal computers must include virus detection software.
- c. Virus detection software is recommended for all older stand alone personal computers.
- d. Virus detection software will be updated as required to assure protection against new threats. MSS will provide Business Area Support Groups with updates for distribution.
- e. If a virus alert is detected, the individual must immediately do the following:
  - Stop all work on the workstation.
  - Do not power off or reboot the workstation.
  - Carefully write down the complete error message.
  - Notify his/her supervisor.
  - Notify the ISA Help Desk.
  - If an event occurs outside of normal support hours, contact the ISA staff and report the virus incident. The ISA computer operator will attempt to locate an available on-call support specialist.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

<b>SUBJECT</b> MICROCOMPUTER PROCEDURES	<b>POLICY</b> 8.02	<b>PAGE</b> 11 of 12
--	-----------------------	-------------------------

- MSS will assist in removing the virus, if possible, or reloading software if necessary.

6. Host/Mainframe Access

- a. Executable code will not be uploaded to the Department's mainframe without the written recommendation of the Information Security Manager and the written approval of the Information Systems Director.
- b. Dial-up access to the Department's mainframe is prohibited without the written recommendation of the Information Security Manager and the written approval of the Information Systems Director.
- c. Dial-up access to communication servers on LANs or workstations on LANs which have access to the Department's mainframe is prohibited without the written recommendation of the Information Security Manager and the written approval of the Information Systems Director.

E. Training

All employees receiving personal computer workstations are encouraged to attend training classes to make effective use of the technology. Customers may contact the ISA Help Desk or Human Resource Training and Development, telephone (850)617-3204 (SUNCOM 217-3204) to obtain the latest information on training schedules, providers, and recommended classes. The customer is responsible for class scheduling and tuition payments.

F. Support

1. Point of Contact

Customers should select an individual to be the office, work group or section's designated Personal Computer (PC) contact. Where possible, all requests for assistance will be made by this person.

2. Trouble Call Reporting Procedure

- a. Customers should first attempt to reach their designated PC contact person for assistance.
- b. If the problem can not be resolved at this level, then the PC contact person will call his/her Business Area Support Group, if available.

STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

<b>SUBJECT</b> MICROCOMPUTER PROCEDURES	<b>POLICY</b> 8.02	<b>PAGE</b> 12 of 12
--	-----------------------	-------------------------

- c. If the Business Area Support Group is not available, or can not resolve the problem, contact the ISA Help Desk for assistance from MSS.
  - d. If MSS can not resolve the problem, the appropriate hardware or software vendor will be contacted and MSS will work with vendors to resolve the problem.
3. Remote Support
- In order to provide support, all LANs and remote systems will include remote support hardware and software which will permit support staff to examine the remote system(s) and update program or data files as required. Modem connection to remote sites will require password access.
4. PC Users Group
- A Department customer support group will be established for the purpose of exchanging personal computing information on a regular basis. MSS and Business Area Support Group representatives are encouraged to attend meetings and assist in providing information to the group.