



Kern County Sheriff's Office
Policies and Procedures

TITLE: PERSONAL COMPUTER SYSTEMS		NO: J-1615	
APPROVED: Donny Youngblood, Sheriff-Coroner			
EFFECTIVE: November 4, 1997	REVIEWED: 06/08/2018	REVISED: 03/10/2006	UPDATED: 06/08/2018

POLICY

The Kern County Sheriff's Office recognizes the continuing need to automate job functions to allow for more efficient operation. Personnel are encouraged to review their job functions and recommend ways to automate those functions with personal computers.

DIRECTIVE A

Personnel preparing budget requests for computer equipment must keep in mind the deadlines for submission of budget requests as established by the board of Supervisors and the Sheriff's Office each year. Personnel must submit their requests with sufficient time for the Technology Services Section to properly evaluate the request prior to the deadline.

PROCEDURE A:

Budgeting for New Equipment, Software and Cable

Personnel budgeting for new equipment will:

- Prepare their budget request on the proper form;
- Submit in writing a request through the chain of command to their Division Commander.

The Division Commander will:

- Review the budget request and approve or disapprove;
- If approved, send the request to the Technology Services Section.

The Technology Services section will:

- Review the budget request;
- Determine exact equipment and software requirements to support the requested items;
- When Technology Services determines any of the requested items are not needed, they will notify the submitting Division Commander in writing and explain why;

- Price the request, if needed, and return the request to the submitting Division Commander.
- Upon adoption of the final budget by the Board of Supervisors, Technology Services will set a cut-off date for all divisions to submit requisitions for all approved items.
- Technology Services will consolidate all approved requisitions, place the orders, and monitor delivery.

MID YEAR REQUESTS WILL BE PROCESSED AS ABOVE WITH THE EXCEPTION OF BOARD OF SUPERVISORS' APPROVAL.

DIRECTIVE B

The Technology Services Section will coordinate the installation of all computer equipment, software and cabling. If the user of a stand-alone personal computer (not connected to the Network System) is capable of installing Sheriff's Office approved software, they may do so after coordinating with Technology Services.

Under no circumstances will personnel modify existing software or install any non-departmentally owned software on a county owned personal computer without written authorization of the Technology Services Section.

Personnel are not allowed to install Sheriff's Office owned software on non-agency owned personal computer systems which are not being used for Sheriff's Office purposes.

PROCEDURE B

Moving Personal Computer

Personnel wanting to move a personal computer will:

- Obtain approval through their appropriate chain of command;
- If approved, contact the Technology Services Section.

The Technology Services Section will:

- Review the request;
- Determine the electrical or networking requirements to support the move;
- Assist the requesting personnel with the move.

DIRECTIVE C

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Personnel requiring hardware or software support or repair on a personal computer shall contact the Technology Services Help Line at 391-7663.

PROCEDURE C

Personal Computer Help or Repair Request

Personnel needing a personal computer or cable repaired will contact the Technology Services Help Line at 391-7663. If the Help Line is answered by Audix, leave a voice mail message identifying your name, telephone number, and a brief description of your problem or request.

The Technology Services Section will:

- Respond to the caller as soon as possible;
- Determine the repair requirements and costs;
 - If problem is minor in nature, falling into category of normal maintenance, the problem will be resolved as quickly as possible.
 - If problem is major in nature, requiring major expense or replacement, the appropriate commander or supervisor will be notified so appropriate budgetary action can be taken.
- If problem is caused by apparent abuse or mis-use by the employee, the appropriate commander or supervisor will be notified.

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