

General Order

Houston Police Department



ISSUE DATE:

NO.

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400-19

REFERENCE: Supersedes all prior conflicting Circulars and Directives, and General Order 400-19, dated January 19, 2012

SUBJECT: MICROCOMPUTER REGULATIONS

POLICY

Only software and hardware owned by the City of Houston and approved by the department's Office of Technology Services shall be installed or used with department microcomputers. No employee shall install or use any personal or privately owned microcomputer hardware, components, or software with any department microcomputer system. Only the Office of Technology Services may approve any exception to this policy.

This General Order applies to all employees.

DEFINITIONS

Microcomputer. An individual computer or a group of computers connected to each other by a network. Examples of microcomputers include desktop and laptop computers, tablets, and file servers.

Service Requests. Requests for additional or replacement technology equipment, software, or support services that are submitted through a division's technology coordinator and division commander to the Office of Technology Services for procurement or fulfillment. Routine repair and restoration of existing technology shall be directed to the Office of Technology Services' Service Desk. Service requests include, but are not limited to, new equipment, software and hardware procurement, and telephone services.

1 RESPONSIBILITIES

The Office of Technology Services is responsible for:

- a. Establishing purchasing guidelines for microcomputer hardware, software, and supplies.
- b. Maintenance of microcomputer hardware and software.
- c. Servicing and arranging all repairs for microcomputer hardware and components.
- d. Creation of regulations regarding the use of microcomputer hardware and software.
- e. Funding for routine maintenance and repair of microcomputers and hardware.
- f. Inventory of all microcomputer hardware, components, and software as they are received in and issued out to the divisions.
- g. Security for both the physical equipment and stored data.
- h. Establishing and maintaining a list of approved microcomputer hardware, software, components, and supplies.

Commanders are responsible for ensuring department and City of Houston policies and procedures regarding microcomputers are implemented and observed.

Individual microcomputer users are responsible for complying with all microcomputer related policies, procedures, and software licensing agreements the department or City of Houston holds.

The department shall not accept donated microcomputer hardware, software, or components without prior review and approval

by the Office of Technology Services and authorization by the Chief of Police.

2 PROCUREMENT

All requests for the purchase of microcomputer hardware, software, and related supplies, with the exception of toner cartridges, CDs, DVDs, and flash drives shall be sent to the Office of Technology Services for approval to ensure the items meet department standards.

To reduce processing time, employees may utilize the Office of Technology Services' procurement catalogue located on the department's Intranet Portal for ordering standardized equipment and software. After completing the order form, requests shall be submitted via email to TechnologyServicesRequest@houstonpolice.org. For additional information, employees may contact the Service Desk of HPD's Office of Technology Services.

Any microcomputer hardware or software replaced through enhancement or upgrade shall be returned to the Office of Technology Services for disposal in accordance with salvage procedures or placement elsewhere in the department.

The Office of Technology Services shall maintain a current source list for divisions to use when needed supplies must be purchased from outside vendors.

3 EQUIPMENT OR SOFTWARE ACQUIRED FROM SOURCES OTHER THAN TECHNOLOGY SERVICES

Equipment, software, or other technologies acquired from sources other than the Office of Technology Services and that are to be used by HPD can perform a vital function in accomplishing the mission of the department. To ensure that the items received are able to fully achieve their potential for in-

creasing productivity, however, divisions shall ensure that they have accounted for the many related issues associated with these items including maintenance, training, licensing, and documentation. It is incumbent on the division taking possession of items to meet the guidelines below to ensure a successful and productive experience.

Equipment that is purchased by outside agencies for HPD, acquired through grants or donation, or received by any means other than from the Office of Technology Services shall be the responsibility of the receiving division. Before receiving the equipment or software the division shall ensure the following:

- a. Licensing to or for HPD is paid, current, and accessible for review (software).
- b. A minimum of three years' maintenance is provided and paid for.
- c. Data back-up plan is in place.
- d. Anti-virus and any security requirements are in place, licensed, and current before installation is begun.
- e. Training items are received or provided for and funded.
- f. Documentation suitable for the complete support and operation of the system has been received.
- g. Parts and supplies to be provided by the division, as required, are funded over the life of the system.

Unless certified in advance by the Office of Technology Services, equipment shall not be placed onto the HPD network nor shall any software or other equipment or device be used on the HPD network without advanced written authorization from the Office of Technology Services. Replacement of the type of equipment addressed in this section

shall be considered if prior authorization is requested to be placed into the annual replacement cycles.

Divisions are encouraged to involve the Office of Technology Services for assistance in ensuring these requirements are met on a timely basis.

4 MAINTENANCE AND SERVICE REQUESTS

Individual users shall not arrange for service or repair of any equipment without first receiving authorization from the Office of Technology Services.

Funding for repairs resulting from negligence by the individual user is the responsibility of the individual or the individual's work unit. Such situations shall be governed by General Order 400-18, **Responsibility for City and Other Government Property**.

To submit a technology service request:

- a. Employees shall send an email request with information to their division commander. The information required in the request includes the division name, item(s) being requested, justification, budget information if applicable, contact name and telephone number, and if the request has a grant or special deadline to expend funding.
- b. To indicate approval the division commander shall place the word "approved" on the email and forward it to the concerned command office.
- c. To indicate approval the command office shall place the word "approved" on the email and forward it to:
TechnologyServicesRequest@houstonpolice.org.

Any questions may be directed to personnel at the Service Desk of HPD's Office of Technology Services.

5 SOFTWARE/HARDWARE UTILIZATION

Use of department microcomputer software, hardware, components, or supplies are restricted to department authorized applications or activities within the guidelines of General Order 400-25, **Acceptable Use of Computers**.

6 INVENTORY

The Office of Technology Services shall:

- a. Affix a department inventory control number tag to each unit or component as required. The tag's number shall be recorded on the inventory control form and forwarded to the user's work unit for its records.
- b. Assemble, test, and install the equipment at the request of the unit receiving the equipment.
- c. Move available hardware or software within the department to areas where they are needed after being advised the equipment is no longer needed by the current user.

Division commanders shall:

- d. Record and maintain a detailed inventory of all microcomputer hardware, software, microcomputer component resources, and their physical locations.
- e. Ensure the Office of Technology Services is notified when their division no longer needs any microcomputer hardware or software.

7 SECURITY

Microcomputer users shall secure and restrict physical access to hardware, software, and data to authorized department personnel. All data generated by the department is

governed by policies on the release of department information (see General Order 800-10, **Police Records**).

8 **SIMULTANEOUS CONNECTIONS**

Unless otherwise authorized by the Office of Technology Services, no microcomputer shall be simultaneously connected to the police computer network and:

- a. Any modem.
- b. Any network having any computer connected to a modem.
- c. Any network connected to any computer outside the Police Department.

Such simultaneous connections are a serious breach of computer security and violate federal and state law. Supervisors and commanders shall ensure unauthorized and uncontrolled simultaneous connections do not occur.

Microcomputers with modems or networks with modems shall be stand-alone systems with no equipment that would allow a connection (physical or otherwise) to the department's network.

9 **SOFTWARE COPYRIGHT REGULATIONS**

The department purchases licenses for the use of microcomputer software from a variety of outside companies. The department does not own this software or its related documentation and, unless authorized by the software company, does not have the right to reproduce it. Unless otherwise noted in the software's license agreement, one copy of the software may be used with a single user microcomputer system or single workstation on a local area network.

According to the U.S. Copyright Law (Title 17, U.S.C.), persons who illegally reproduce

software can be subject to civil damages and criminal penalties including fines and imprisonment.

All microcomputer users and their commanders shall ensure all copyright requirements, laws, and regulations are observed within their division. Any misuse or violation of copyright laws shall be reported immediately to the Office of Technology Services.

10 **LAPTOP MICROCOMPUTERS**

Incident Report Entry

All officers assigned and trained in the use of laptop computers shall use the laptop or a suitable mobile computing device (MCD) for incident report entry whenever possible.

Any employee encountering problems with the upload of an incident report shall contact the Service Desk of HPD's Office of Technology Services.

Reporting Damage

Employees shall be held accountable for any laptop assigned to them and for verifying the computer is in good working order before it leaves the police facility. Laptops not working properly shall be immediately returned to radio room personnel for exchange or further instructions.

When a laptop is not checked out for field use, radio room personnel are responsible for inspecting and ensuring it is in good working order.

Radio room personnel shall physically inspect each laptop for obvious damage before accepting its return. If a laptop is returned with new damage or is not properly working, radio room personnel shall immediately report the situation to the on-duty administrative sergeant who shall determine if an investigation is warranted. Such investigations shall be governed by

General Order 400-18, Responsibility for
City and Other Government Property.

11 RELATED GENERAL ORDERS

- 300-11, Discrimination, Harassment, and
Other Prohibited Conduct
- 400-13, Police Computer Systems
- 400-14, Control of Police Department
Property
- 400-18, Responsibility for City and Other
Government Property
- 400-21, Mobile Computing Devices
- 400-22, Keys, Passwords, and Personal
Identifications Numbers
- 400-25, Acceptable Use of Computers
- 800-06, CJIS Compliance
- 800-09, Official Document Archives
- 800-10, Police Records


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