ADMINISTRATIVE ORDER NO. _____7_____

Pursuant to Administrative Order, the following procedure is hereby established:

COMPUTER RESOURCES COORDINATION POLICY

A.   PURPOSE OF POLICY

It is a goal of the Information Resources Department (IRD) to effectively assist "Customer Departments" within the City of Billings in meeting their information processing needs.

The purpose of this policy is to provide an efficient basis for the acquisition, use, and support of computing resources by those departments. These resources include micro, mini, and main frame computers, associated software, and IRD personnel.

This goal will be accomplished by the strategy of centralizing the acquisition and use of computer hardware, software, and information processing personnel through IRD.

Centralization should promote the following goals:

*Reduce or eliminate incompatibility among equipment and programs.

*Ensure efficient use of the City's main computer by centrally evaluating microcomputer uses.

*Achieve better technical support from IRD by standardizing the machines and programs in use.

*Achieve better user education, by centrally organizing and evaluating training programs.

*Avoid possible duplication of computer applications and databases, and achieve efficient sharing of resources.

*Promote an upward flow of necessary information to top management.

*Promote decentralized computing, combined with centralized planning, to meet management needs.

*Achieve better overall costs and financing terms through quantity purchases.

*Ensure proper maintenance by centralizing "ownership" of equipment and software.

B. GENERAL POLICY

. All computer hardware and software acquisitions for the City of Billings will be coordinated on behalf of all departments by the Information Resources Department. All proposals to use computing resources will also be coordinated by IRD.

C. COMPUTER EQUIPMENT

C.1. Equipment Covered by Policy

All computer equipment for use by the City of Billings will be purchased by the Information Resources Department, and will be "owned" by IRD. This policy includes mainframe, mini, and microcomputers, and associated peripheral equipment. It does not include specialized control or monitoring equipment, such as fuel pump monitors or meter reading equipment, although IRD advice may be solicited for such equipment.

Where equipment is being purchased through a grant, an exception will be made to the policy of IRD purchase and ownership. This will enable all grant accountability to be centralized with the customer department. An exception is also made for any equipment currently owned by customer departments, when this policy takes effect.

C.2. Equipment Requirements Planning

All computer equipment acquisition should be planned well in advance, in time for approval through normal budget channels, and as part of a City-wide integrated information network. It is a goal of this policy that the acquisition of computer equipment will arise from genuine governmental needs, and not just for the sake of automating an application, with no real gains.

Proposals for programs which may require the acquisition or use of computer equipment or software must clearly state that requirement. Equipment which is "hidden" or assumed within a program will be strongly discouraged. Generally, computer equipment should not be acquired for a "single program" purpose, unless the program is anticipated to be a continuously ongoing program.

C.3. Procurement Standards

The IRD Director will be responsible for maintaining a set of

procurement standards for computer equipment. All equipment acquired according to this policy shall meet those standards.

C.4. Equipment Ownership and Charges

All computer equipment acquired under this policy will be "owned" by IRD; the Customer Department will be charged for this equipment at actual cost, with no additional surcharge. A charge may be added, however, as a reserve to cover possible equipment replacement.

D. COMPUTER SOFTWARE/PROGRAMMING

D.1. Software Covered by Policy

All computer programming supplied by third-party vendors for use by the City of Billings will be purchased by the Information Resources Department, and will be "owned" by IRD. This policy includes all prepackaged software, software designed by consultants, and other purchased programming, costing more than $200. It does not include specialized equipment control or monitoring programs, such as programming necessary for the operation of meter reading equipment.

All data processing services supplied by third-party vendors to the City will be coordinated through IRD.

Where software is being acquired through a grant, an exception will be made to the policy of IRD purchase and ownership. This will enable all grant accountability to be centralized with the customer department. An exception is also made for any software currently owned by customer departments, when this policy takes effect.

D.2. Software Ownership and Charges

All computer programming acquired under this policy will be "owned" by IRD; the Customer Department will be charged for this software at actual cost, with no additional surcharge.

IRD will, wherever possible, maintain a library of microcomputer software, which will be loaned to customer departments at a nominal charge.

D.3. Software Development In House

All development of computer programs for use on the City's main computer will be done by IRD personnel, or will be contracted to third-party vendors through IRD. The IRD Director will be responsible for estimating the feasibility and cost of an application, including hardware, software, training, and ongoing costs. The customer department will be responsible for justifying the application, and for

obtaining budget authority for the application. The IRD staff may, however, be able to offer advice on the propriety and value of a proposed application, and may make appropriate recommendations to the City Administrator.

Generally, development on microcomputers should be limited to use of prepackaged software programs. If the IRD Director determines that it is necessary and beneficial to develop a microcomputer software program, the development will be supervised by IRD personnel, and must adhere to IRD standards for development and documentation.

Customer departments will report to IRD on their use of the "Applications Made Easy" (AME) program. If the IRD Director finds that an application has been developed which other departments may find useful, the IRD Director will be responsible for informing other departments. If an application appears to be frivolous, or unnecessary, the IRD Director may ask the customer department for further clarification. Customer departments' use of AME will be reflected in their computer usage charges.

D.4. Development Priorities

The City Administrator, in conjunction with the IRD Director, will set priorities for major application development. If they feel it is necessary, they may appoint a committee composed of customer department personnel to help determine those priorities. The IRD Director will estimate completion dates for application development, based on those priorities.

E. TECHNICAL SUPPORT/USER EDUCATION

E.1. IRD Responsibility

The Information Resources Department will be responsible for the technical support of equipment and software acquired or developed according to the terms of this policy.

E.2. Equipment Maintenance

Equipment will be covered, wherever practical, by a maintenance contract from a third-party vendor. The charge for this contract will be included in the service charge to the customer department, with no additional surcharge.

E.3. Operator Training

IRD will attempt to organize training programs for specific computer applications, wherever practical, and will invite appropriate personnel to attend those programs.

IRD will distribute information on appropriate training programs available from third parties, so that these programs can be made available to customer department personnel.

E.4. Technical Support Charges

The IRD service charge to customer departments will include a charge for technical support of computer applications, including user training, and including support of microcomputer software. This charge will be primarily to cover use of IRD personnel and materials. Costs of training programs supplied by third-party vendors may be added to the IRD service charge.

F. COMPUTER PROCESSING CHARGES

Customer departments will be charged equitably for their use of IRD resources, including the mainframe computer, to cover the costs of operating IRD. Charges will be estimated for each fiscal year, based on historical usage, and may be adjusted at midyear.

Customer departments will not be charged for data processing time on microcomputers or other independent devices. The IRD charge may, however, include a charge for technical support of those devices.

The IRD Director will provide to customer departments a monthly report, showing the applicable charges for equipment, communications, maintenance, technical support, and computer usage.

G. PROCEDURE

G.1. Request for Service

All proposals for computer equipment acquisition or software acquisition/development should be submitted to the IRD Director, on the appropriate Request for Service form. Receipt of this form will be acknowledged within two days. With the acknowledgement, the IRD Director will estimate the time required to complete a feasibility study.

G.2. Feasibility Study

The IRD Director will determine the feasibility of the proposal. A committee may be appointed to aid in this determination. The customer department will be notified of the results of the feasibility study, and will have an opportunity to respond to the findings.

G.3. Cost/Time Estimate

If the proposal is determined to be feasible, the IRD Director will prepare an estimate for the customer department. This estimate will include the costs of equipment acquisition, software acquisition and development, and ongoing costs involved with the proposal. It will also include an estimate of the time frame for the implementation of the proposal.

G.4. Approval

When the estimate is complete, the customer department must determine whether the project is cost-justified. It will be the responsibility of the customer department to obtain any necessary approval, including budget approval, for the project. The customer department may then notify the IRD Director to go ahead with scheduling the project.

G.5. Application Development Committee

The IRD Director may appoint an application development committee to refine the specifications and review the ongoing development of an application. This committee will be composed of IRD staff members, customer department staff members, and other appropriate personnel. The committee will regularly review the development of the application to be sure it meets the customer department's needs, and will approve any necessary changes in the application.

Dated this __18__ day of ___December___ , 1984.

[signature]

AL THELEN, CITY ADMINISTRATOR

R. L. LARSEN
CITY ADMINISTRATOR

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PHONE (406) 248-7511

June 12, 1979

Samuel D. Boggess
Finance Director
City of Billings

Dear Sam:

I hereby appoint you Director of the City Support Services Department for the City of Billings. This appointment is effective June 12, 1979. Your responsibilities include the planning, organization, staffing, directing and controlling of all financial, data processing, personnel and other general administrative support functions and operations of the City.

My basic philosophy of support service management is accurate, timely, progressive and user oriented services to the departments supported, general public, City Administrator and elected officials to facilitate fiscal integrity, long range planning and sound decision making throughout the City.

The City Support Services Department, as a support unit, must be committed to total involvement of all City activities and the management thereof. I charge you with this committment and look forward to the continuance of the excellent working relationship that currently exists.

By copy of this letter, I am informing all departments, divisions and other units of the City of this action.

Sincerely,

R. L. Larsen
City Administrator

RLL:bm