

CORYELL COUNTY GOVERNMENT COMPUTER SUPPORT POLICY

PURPOSE: To provide information and guidance to all Coryell County departments regarding County policy for supporting government computer systems in the County.

BACKGROUND:

1. Coryell County government has no organic computer services support capability and departments have each selected software vendors to best provide information management support for their own government mission.
2. Jerry Harlin, who as a contractor had provided support for years as the primary general automated system hardware and network support technician for County departments, has been out of the State for over six months and not able to provide the same level of support during his absence.
3. During the past six months, departments have used several vendors to provide computer and network support with Blazing Technology in Gatesville being the primary vendor used.
4. Departments generally budget for their own information technology support costs.

CURRENT SITUATION:

1. Jerry Harlin returned to Central Texas the week mid-October and has offered again to provide computer support for Coryell County departments. His current plan is to remain available for support work until at least the end of 2009.
2. Jerry has offered to provide support to Coryell County under terms that would guarantee him at least 20 hours of work per month at a rate of \$50 per hour. Based on discussions with several departments, it is apparent that there will be sufficient department heads that will use his services that the minimum of 20 hours per month will likely never be the minimum number of hours that he will be needed. Given that the rate of \$50 per hour is at least 30% below area competitors, it makes sense to commit to the terms that Jerry has requested. The County Judge Office will monitor the hours worked to ensure that arrangements are made to ensure that the minimum number of hours per month are actually used.
3. Blazing Technology in Gatesville remains available for work at \$79/hour for supporting any department needing his support, whether routine or emergency.
4. It remains cost effective for each department to continue to do routine monthly updates using county personnel so that time is not charged for routine tasks that we would likely do ourselves at home so that tax payer dollars can be saved.

EXTERNAL SUPPORT PROCEDURES:

1. Each department will contact the computer support vendor of their choice when support is required.
2. The County Judge's Office will monitor and manage if necessary hours worked by Jerry Harlin to ensure that his time and costs are optimized so that the collective County departments receive at least 20 hours of work per month.

INTERNAL SUPPORT PROCEDURES:

1. Each department/office is requested to appoint at least one person to be responsible for ensuring that routine monthly updates are completed on each County computer to ensure that the computers and the network can be protected from outside viruses...just as we would do on personal computers at home. Updates should include a monthly “windows update” and an “anti-virus update.
2. A “windows update” can be conducted as follows:
 - a. Go to the internet
 - b. Click on “tools” on top toolbar.
 - c. Click on “windows update”
 - d. Click “express” (or whatever is identified as recommended action)
 - e. Click on “install updates”
 - f. When completed...restart computer.
3. Anti-Virus Update (computer may be set up to automatically receive) can be conducted as follows:
 - a. Click on anti-virus update on bottom toolbar.
 - b. Apply update

FUTURE SUPPORT OPTIONS: When Jerry Harlin is not able to continue support for the County as the primary computer support technician, the County will consider other viable options to include considering the establishment of a County Information Technology department or contracting out all general support requirements to a single local vendor.

POINT OF CONTACT: For questions or comments, contact the County Judge at x 222 or Jean Morrison at x 221.