



CITY OF MILPITAS

Revision	Date
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CITY ADMINISTRATIVE POLICY

Policy No: 2.6.2	TECHNOLOGY DEVICES	Effective Date: 6/20/2023
Revision No: N/A	Policy Administrator: Information Technology	Next Review Due: As Needed
Related Policies and Procedures: Cellular Device Policy, Telework Policy, Use of City Equipment Policy, Social Media Use Policy	Approved by: Ned Thomas, Acting City Manager 	Date Approved: 7/19/2023

1. PURPOSE

This policy will serve as a guide for the City regarding the purchase and administration of technology devices, including desktop computers, laptop computers, tablets, monitors, printers, computer accessories, and televisions, to ensure appropriate usage and the prudent expenditure of public funds. This policy does not include cellular phones, which are covered by a separate Cellular Device policy.

2. POLICY

Designated full-time City employees shall be issued one desktop or laptop computer with a docking device and accessories, and up to two standard monitors. Any additional or non-standard equipment will need to be approved by the Department director or designee and the IT Director or designee.

To ensure the prudent expenditure of public funds, Department Directors/Chiefs or designees should determine any additional or non-standard technology device needs for employees. Directors/Chiefs should consider the following to make this determination:

- Whether the employee's job duties require access to electronic documents while working from multiple locations. **The City does not provide equipment to employees for teleworking purposes, as noted in the City's Telework Policy**
- Whether the equipment is required to enhance productivity while working in the field
- Whether the employee works with documents that require a larger viewing area
- Whether the employee needs to log into a secure system through remote desktop
- Whether employees can use shared devices for specific purposes, such as community presentations and events
- Whether the employee needs to print confidential documents
- Whether the employee has specific ergonomic needs

Once it is determined by the Department Director/Chief or designee, as noted above, that there is a valid business justification to warrant the purchase of any additional or non-standard technology device(s), the department shall work with the IT department to select the type of device(s) to purchase based on the following:



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- The type of usage and application for the device (for example, heavy data entry may be better suited for a device with a full-sized keyboard rather than a compact or a virtual keyboard)
- Whether the equipment will be used by a group of shared users for a specialized purpose (e.g. laptops for presentations)
- Whether the required applications are compatible with the operating system of the device and whether support is provided by the application administrator, vendor, or Information Technology.

All technology devices shall be ordered by the Information Technology Department either with a City Procurement Card or through vendor contracts awarded by Finance/Purchasing as a result of a competitive procurement process. Technology devices shall **NOT** be purchased by Departments.

The Information Technology Department shall have a process in place to track all assets and ensure that appropriate measures exist to secure confidential information. A record should be created and maintained for laptops or tablets purchased in accordance with this policy which includes, at the minimum:

- The type of device purchased
- The device serial number
- The name of the employee to which the computer is assigned
- The employee identification number of the employee to which the computer is assigned
- The date of issue of the device
- The date the equipment is returned (e.g., upon the employee's separation or transfer to a different Department)
- In cases where applications can work on multiple platforms, can run in a web browser, or are accessible using built-in applications, the least expensive device that meets the business requirements should be selected. Accessories, including but not limited to docking stations, monitors, and keyboards, may not be purchased for home use unless prior approval is received from the City Manager or designee.

To ensure accurate tracking of technology assets, with the exception of laptops and mobile devices such as tablets and cellular phones, employees shall **NOT** relocate any City-issued technology devices without notifying the Information Technology Department.

Laptops and Tablets

The Information Technology Department will continue to monitor the operational needs and the cost and functionality of technology devices to determine when laptops and tablets may be deployed. Laptops and tablets may pose additional security risks due to the greater potential of loss or theft, which may compromise potentially confidential data that resides on the unit.

Employees are responsible for exercising due care in securing and maintaining City equipment in their possession. City equipment that is lost or damaged while assigned to an employee must be reported to the employee's department. The employee must write a memorandum that includes the



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details of the situation or event that resulted in the loss or damage to the assigned equipment.

If City-issued equipment is stolen while in possession of an employee, the employee must notify the Information Technology Department within 24 hours of the incident, file a police report and submit a copy of the report to the department for review. Reports of lost, stolen, or damaged City-issued equipment will be reviewed and assessed on a case-by-case basis.

Monitors

Each employee will be assigned one monitor. The size of this monitor may change based on cost and market availability. An additional monitor may be assigned based on the operational need for up to two monitors.

Printers

The City has entered into a contract with MRC for multi-functional devices. These devices are more efficient and cost-effective. The City is also committed to going paperless and further enhancing waste reduction and thus encourages the printing of documents when absolutely necessary. Thus, individual printers for employees shall not be issued unless there is a compelling operational reason. The Department Director or designee shall provide justification to the Information Technology Department for any new or replacement printers for employees.

Televisions

Televisions shall be deployed on rare occasions, and the request must include the intended use of the device and location.

3. DEFINITION(S)

Technology Devices: Desktop computers, laptop computers, tablets, monitors, printers, computer accessories, and televisions.

Standard Equipment: As defined by the Information Technology Department based on current technology, cost, and availability.

4. PROCEDURE(S)

The following procedure applies to all requests for additional or non-standard technology device (s)

Responsibility

Employee

Department Director/Chief or designee

Action

1. Request approval from Department Director/Chief or designee *for the purchase of the technology device(s)*.
2. Review request for the device(s) and provide written approval if appropriate.
3. Discuss and assess the intended use of the device(s) with the employee and the IT department and select an appropriate device(s) based on the assessment.



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Employee

4. Send purchase request to IT Helpdesk.
5. Include funding source.
6. Obtain Director or designee approval of the procurement via email and copy email into the IT service ticket.
7. Order the type of laptop or tablet requested. Actual make and model of the device will be determined by IT based on criteria such as availability, costs, durability, and performance.

IT Department