

Attachment C

End User Computing Equipment Standard

COUNTY OF SANTA BARBARA INFORMATION TECHNOLOGY STANDARD REQUEST

SUBJECT:	END USER COMPUTING	ADOPTION DATE:	MM/DD/20YY
REQUESTER:	EXECUTIVE INFORMATION TECHNOLOGY COUNSEL (EITC)		
APPROVER(S):	COUNTY BOARD OF SUPERVISORS		
VERSION:	1.0	PAGE:	PAGE 1 OF 2

I. Standard Overview

Standardized process for choosing and managing end user computing technology; to create efficiencies in hardware and software lifecycle management, reduce redundant work, maximize efficiency in time and capital expenses, create an end user computer hardware refresh cycle, and provide a computing environment that helps to enable efficiency and productivity for the County’s workforce.

II. Standard Origin

Support Renew ‘22 initiative RD-4.01. This would implement a policy for standardizing technologies with the intent of reducing training, procurement and support costs, improve security, and share applications. This option would require an investment.

III. Scope

Any County department that procures end user computing devices.

IV. Definitions

1. End User Computing device: Including but not limited to: desktops (and all internal accessories), laptops, mobile devices (cellphones & tablets), scanners, printers, multi-function devices, thin-clients, monitors.

V. Standard Application

An EITC sanctioned working group will:

- Manage and maintain a list of standard and approved end user computing devices.
 - Periodically evaluate end user computing hardware and technologies from vendors.
 - Receive input from subject matter expert groups to develop classes of computing devices – for example, AOP, GIS, Programmers, IT Professionals, Standard User.
 - Include Green Initiatives / Green Commute initiatives – leveraging hoteling stations, docks, etc to enable the County’s workforce to work from anywhere.
 - Ensure that all business needs are addressed in one form or another while setting the standard (variety in the standard).
 - Maintain a process that identifies exceptions to the standard with minimum requirements (software and hardware). With the spirit that we don’t have a loophole that creates new work. Vetting process, support limitations.
 - Publish a list of end user computing hardware that has been tested and will integrate into our infrastructure on a website.
 - Ensure devices are enterprise ready for management and maintenance

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(for example, drivers and firmware).

- Reporting and KPIs of County wide end user computing devices to the Standards Committee.
- Periodically evaluate tools used to support end user computing devices and report to the Standards Committee.
- Develop and maintain procurement channels
 - Work with General Services Purchasing Division
 - Leverage managed services to create efficiencies and cost savings wherever possible

I. Related Standards:

None

II. Referenced Documents:

EUC Standard Business Case