Alameda-Contra Costa Transit District

Administrative Regulation No. 440A: Computer Hardware and Software

Issuing Officer: General Manager **Date of Adoption:** 3/22/2017 **Most Recent Amendment:** N/A **See Also:** 217, 440, 440B, 440C, 440D	**Subject Category:** Section 400, Operations **Subsection:** Information Systems **Control Department(s):** Information Services

I. PURPOSE

The purpose of this regulation is to communicate the District's procedures regarding the selection, acquisition and use of computer hardware and software.

II. PERSONS AFFECTED

All users of the District's computers or network infrastructure.

III. DEFINITIONS

"Malware", short for malicious software, is any software used to disrupt computer operations, gather sensitive information, gain access to or control over computer systems, or display unwanted advertising.

"Sensitive information" includes all data, in its original and duplicate form, which contains personal information, protected health information, customer record information, card holder data, confidential personal data, or information that is deemed to be confidential or is otherwise exempt from disclosure under state law.

"User" is anyone using District computing resources, including but not limited to employees, contractors, consultants, limited-term employees, interns, Board Officers and Board Members.

IV. REGULATION

A. Standardization

Standardization of computer hardware and software helps ensure that:
- District funds are used wisely;
- Data, especially sensitive information, is protected appropriately;
- Systems are interoperable to the extent necessary;
- The risk of introducing malware and the legal exposure of using unlicensed software are minimized; and
- Users can work in a reliable, safe, efficient, consistent and supportable computing environment.

In order to ensure that appropriate standards are set and adhered to, the Information Services (I.S.) Department must review and approve prior to purchase all computer systems including hardware, software and peripherals that are to be installed on District premises or used by District staff. This includes software installed and running on computers or other end-user devices, client-server software running from on-premise or hosted servers, and services provided via Software-as-a-Service (SaaS) or subscription providers. Partner early with I.S. staff to identify needs and to document both functional and technical requirements. I.S. staff will assist in researching alternatives and will ensure the procurement or development of secure, compatible and supportable solutions.

Only I.S. staff and contractors and other employees approved by them may install computer hardware or software on the District's computing devices and network. Only they may move or reallocate District hardware and software.

B. Licensing

The District is committed to remain fully compliant with all software licenses. Only appropriately procured and licensed software may be installed and it must be operated in accordance with all applicable licenses.

I.S staff will investigate any allegation with regard to illegal software being used on computers owned by the District. Illegal software used or loaded on computers owned by the District will be removed by I.S. staff and a report provided to the department manager and Chief Information Officer.

C. Malware

The I.S. Department selects, installs and maintains malware detection and protection software on District computers. Users must contact the Help Desk immediately if they suspect that malware may be present on a computer system. Protect your computer's performance by not allowing unauthorized programs to be loaded or run on your computer.

USB drives are a common vector for malware. Do not connect any USB drives to District computers other than those issued to you by the District. Do not use USB drives for other than for District business and do not connect them to non-District computers.

V.   RESPONSIBILITIES

It is the responsibility of all District computer system users to understand and comply with this regulation.

Any user found to have violated this regulation may be subject to disciplinary action, up to and including termination.

Approved by:

Michael A. Hursh, General Manager
Alameda-Contra Costa Transit District