

**SAM – INFORMATION TECHNOLOGY
(California Technology Agency)**

CHAPTER 5000 INDEX

Note: Effective January 1, 2008, the Office of Information Security (Office) restructured and renumbered the content and moved SAM Sections 4840 – 4845 to SAM Sections 5300 – 5399. See also the Office's Government Online Responsible Information Management (GO RIM) Web site at www.infosecurity.ca.gov for statewide authority, standards, guidance, forms, and tools for information security activities.

MAINTENANCE RECORDS

EQUIPMENT ACQUISITION, MAINTENANCE AND DISPOSITION	5001
POLICY	5010

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EQUIPMENT ACQUISITION, MAINTENANCE AND DISPOSITION

5001

(Reviewed 03/11)

Information technology equipment that is state-owned will be used as long as its use meets the operational requirements of the user and as long as relative costs versus benefits are favorable. Such equipment will be used, where appropriate and where benefits exceed costs, to replace installed equipment that is on rent or short-term lease anywhere in state government.

The relative merits of all methods of acquisition and maintenance of IT equipment shall be continuously evaluated to assure maximum economic advantages to the state. When selecting equipment, agencies will consider the requirements of interfacing to present systems. Conversion costs must be considered as well as the costs associated with exchanging information among machines. Standard commercially available general purpose IT equipment will be acquired in preference to specially designed and/or special purpose equipment, unless unusual circumstances warrant otherwise.

Duplicate or excess IT equipment will not be acquired as insurance against machine failure or as standby equipment, except in the case of legally required or otherwise necessary full-time or absolute service functions.

The disposition of IT equipment which is excessive to an agency's requirements will be in accordance with the most economical and practical manner for the state as a whole.

POLICY

5010

(Reviewed 03/11)

A uniform method for recording data relating to the repair or maintenance of data processing equipment, software, and facilities must be established to prevent degradation in customer and vendor support and excessive maintenance costs. Capturing this data at the time of the incident and ensuring its review by appropriate levels of management is necessary to effectively manage and control the maintenance function.

State agencies should develop a maintenance form which includes essential data pertaining to incidents of repair or maintenance. This essential data required in resolving disputes between the vendor and the state in respect to vendor performance includes:

1. The time at which the vendor maintenance contact was notified by the state;
2. The time at which the vendor maintenance personnel arrived to repair the malfunction;
3. The time at which the component and system were returned to service;
4. A description of the malfunction or incident; and,
5. Signature of the vendor and a representative of the state.

A maintenance form should be prepared whenever a system or any component of a system is inoperative because of the need for equipment, software or facilities repair or maintenance. The form is initiated at the time of the incident and remains open until the problem has been corrected and the component has been returned to service. Copies of completed forms must be maintained by the agency as long as the component is in service or there is a possibility of contractual claims.