

GEORGIA DEPARTMENT OF JUVENILE JUSTICE	Transmittal # 17-17	Policy #: 6.7
Applicability: {x} All DJJ Staff { } Administration { } Community Operations { } Secure Facilities (RYDCs and YDCs)	Related Standards & References: Health Insurance Portability and Accountability Act O.C.G.A. § 50-16-160 <i>et seq.</i> Georgia Technology Authority Policies, Standards and Guidelines DJJ 2.14, 6.2	
Chapter 6: INFORMATION TECHNOLOGY	Effective Date: 12/28/17	
Subject: HARDWARE AND SOFTWARE	Scheduled Review Date:12/28/18	
Attachments: None	Replaces: 10/20/14 Administrative Services Division APPROVED:  <hr/> Avery D. Niles, Commissioner	

I. POLICY:

The Office of Technology and Information Services (OTIS) shall manage the acquisition and installation of all hardware and software used within the Department. All hardware and software shall comply with hardware standards and requirements.

II. DEFINITIONS:

Authorized Software: Software that has been approved for use on DJJ computers or networks by the IT Director and has been acquired and installed in accordance with all provisions of this policy. Software that does not meet these criteria is considered unauthorized.

Hardware: The physical, touchable parts of computers, telecommunications, and other electronic devices and their accessories.

Information Technology Resources:

Technology resources such as a Desktop, laptop, and handheld computers and tablets, jump/flash drives used on DJJ computers, printers, scanners, data networks and servers, internet, e-mail, numerous connected applications including but not limited to mobile platforms and software programs, cellular telephones, Guard Plus, DJJ agency website, CCTV, wireless, electronic and video communications devices.

State Property: This is defined by the State Accounting Office. It includes any item required by the state to be included on a state inventory system as well as any item that is non-consumable in nature, has an acquisition cost of \$5,000 or more, and has a useful life expectancy of more than 3 years. State property also includes computers (and certain related peripherals), weapons and vehicles, regardless of cost.

Local Property: Any item that is non-consumable in nature and has an acquisition cost between \$4,999 and \$250,000 and has a useful life expectancy of more than 3 years.

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Wireless Communication Devices:

Any electronic device including, but not limited to, cellular, Blackberry, and smart phones, wireless data connections, mobile hotspots, Zipits, and two-way radios. This also includes tablets and I-Pads with built-in connections. Computers with wireless cards or MIFI\hotspots are not included as their connection enabling devices are included per above.

III. PROCEDURES:

- A. The IT Director or designee will establish standards for all software used within DJJ and approve its use on DJJ’s computers and/or networks, including anything that could be construed as software, internally and externally developed applications and interfaces, shareware, and freeware.
- B. The IT Director or designee will ensure the installation, update and consistent use of anti-virus software to scan systems and media as a precautionary measure.
- C. The IT Director or designee will approve all software acquired for use within DJJ.
 - 1. The IT Director or designee must approve all IT resources used by the Department, including all software. Those resources must be acquired in accordance with approved Georgia Technology Authority, approved State Purchasing, and OTIS procurement procedures. All IT resources will be configured in accordance with established standards and installed by OTIS and/or persons approved by the IT Director or designee. When possible, programs with source code will be bought and all source code will be inspected before operational use.
 - 2. No shareware or freeware, including screen savers, will be downloaded from the internet or acquired through any other source without the approval of the IT Director or designee.
 - 3. All software and its documentation will be used in accordance with its licensing agreement and will not be duplicated, except for backup and/or archival purposes.
 - 4. No employee may give software from DJJ’s IT resources to any outside party, including clients, customers, co-workers, friends, etc., without the approval of the IT Director or designee. This includes all requests for software or applications made through the Georgia Open Records Act.
 - 5. Software may be installed only by the Georgia Enterprise Technology System (GETS) Service Desk, Office of Technology and Information Services staff, or persons approved by the IT Director or designee.

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6. Any breach of information security in JTS will be handled in accordance with policy DJJ 6.8, IT Security.
- D. OTIS may conduct audits of DJJ's computers and networks randomly and without notice. Any unauthorized software identified through these audits will be removed.
 - E. The IT Director or designee will approve the acquisition and issuance of all hardware and software within DJJ. All new hardware subject to the Assets Management policy as defined in State Property and Local Property will be accounted for and inventoried prior to use. Confidential information, including protected health information, may not be stored on a jump drive or any non-state issued electronic device. This includes any identifying information about youth, employees, contractors, and consultants.
 - F. Employees must password-protect all DJJ IT resources.
 - G. If an employee becomes aware that any IT resources are lost or stolen, the employee must immediately notify the employee's immediate supervisor and the OTIS Security Officer at Central Office. The employee must also complete a Special Incident Report. (See DJJ 8.5, Special Incident Reporting.)
 - H. Removing hardware from inventory:
 1. When hardware is to be removed from inventory, the facility/program/office staff will contact OTIS to cleanse the hardware of all information.
 2. Prior to disposal, defective or damaged media (CDs, tapes, jump/flash drives, etc.) containing sensitive information will be turned in to OTIS to be destroyed so as to render the information unrecoverable.
 3. The information will be removed in accordance to standards approved by the IT Director or designee. An example is by degaussing or overwriting with a commercially available "disk cleaning" program.
 4. After the information is removed from the hardware, the facility/program/office will surplus the equipment in accordance with DJJ 2.14, Personal Property Inventory.
 - a. Staff will not use equipment designated for surplus.
 - b. No DJJ employee or contractor will remove or take a computer or other hardware for personal use or give/transfer it to any other person, business or entity.
 5. Prior to disposal, CDs, tapes, jump/flash drives, etc. containing sensitive information will be destroyed.

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- I. Computers that are re-issued from one staff to another and change functions will be reformatted and re-imaged in accordance to standards approved by the IT Director and the Georgia Enterprise Technology Services (GETS).
- J. All hardware and software maintenance will be logged.
- K. The IT Director or designee will develop procedures for the testing and revision of all software and hardware by authorized staff.

IV. LOCAL OPERATING PROCEDURES REQUIRED: NO