

PERSONAL COMPUTER
POLICIES AND RESPONSIBILITIES
FOR THE WESTWARD REGION

By

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INTRODUCTION

This guide is not intended to replace the Department of Fish and Game SOP (Standard Operating Procedures) manual which is maintained by the Commercial Fisheries Division in the Headquarters, Regional, and Area offices, nor does it offer the detail of the State Administrative Procedures Manual.

This document outlines the policies and responsibilities of Computer Services (CS), concerning acquisition, implementation, security, support, and maintenance of personal computers and the local area network (LAN) of personal computers, and for DataBase Services (DS) concerning database development and support. This document also provides guidelines to users and project supervisors. Computer Services consists of a Program Analyst III and a Data Processing Technician I. DataBase Services consists of a Fish Biologist III. Both these groups are under the supervision of the Regional Research Supervisor.

The primary objective of Computer Services is to develop and maintain a reliable, secure, and efficiently functioning LAN that meets the needs of the Westward Region Commercial Fisheries staff. Access to the LAN and support of the individual LAN user is the other objective of CS. The importance of meeting the primary objectives for the daily functioning of the Westward Region staff is illustrated by the functions of the LANs supported by CS (Tables 1 and 2).

To meet those objectives Computer Services is responsible for the acquisition, implementation, network administration, support, and maintenance of LAN hardware and software, approved "standard" personal computers, peripherals, and software. A list of "standard" items that receive CS support is provided in this document (Appendices A and B). CS will provide training, orientation of users new to the LAN, and introduce new or updated network software to all users. The scope of network administration includes setting up, maintaining, and assisting user: customizing login scripts; installing and troubleshooting media and applications; and managing licensing agreements. Administrators also manage and enforce network security, document network setups and audit requirements. Other responsibilities include backup, user disk space, server configuration, and group access security.

The primary objective of DataBase Services is to provide expertise in creation and use of databases for department staff. Services provided by DS include design of databases, custom programming, documentation of in-house databases and program use, training on products and programs, independent report preparation, as well as assistance in loading and analyzing data.

Individual users and their project supervisors also have responsibilities. Project supervisors are responsible for determining hardware and software needs of their individual projects and budgeting for those needs. Users and project supervisors should be aware that CS is not responsible for the support of unapproved exceptions to the standard computer items or for project unique hardware and software unless agreements are made in writing prior to purchase. Project supervisors are also responsible for insuring that their staff is given proper training in the use of the computer hardware and software that is made available to them, by coordinating with CS or DS.

Table 1. Functions of the Kodiak Local Area Network (LAN).

-
- 1) Provides access to large regional databases that can be shared, updated, corrected by appropriate personnel
 - a) e.g, trawl survey data, stream survey data, fish ticket data
 - 2) Provides access to software
 - a) e.g., word processors (WordPerfect); graphics (Freelance); spreadsheet (Lotus, Quattro); database management program (R:Base)
 - 3) Provides efficient way to share data within region
 - 4) Provides access to E-Mail
 - a) to field offices via "remote system
 - b) to other regional offices and HQ via WAN
 - 5) Provides access to Wide Area Network (WAN)
 - a) inter-regional E-Mail
 - b) "ETS" system
 - 6) Provides access to printers and graphics plotters
 - 7) Provides access to state computer that is necessary for Regional administration and Division of Administration
 - a) e.g, time sheet payroll system, AKSAS, SYSM
-

Table 2. Functions of the Dutch Harbor Local Area Network (LAN).

-
- 1) Provides access to large regional databases that can be shared, updated, corrected by appropriate personnel
 - a) e.g, trawl survey data, stream survey data, fish ticket data
 - 2) Provides access to software
 - a) e.g., word processors (WordPerfect); graphics (Freelance); spreadsheet (Lotus); database management program (R:Base)
 - 3) Provides efficient way to share data within region
 - 4) Provides access to E-Mail
 - a) to field offices via "remote system"
 - b) to other regional offices and HQ via WAN
 - 5) Provides access to printers
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POLICIES AND RESPONSIBILITIES

Approval

Users contemplating personal computer installations should contact their supervisor. Prior to purchasing, we suggest preparation of a needs analysis that states the basic objective, how this objective is currently done, defines requirements, asks if there is a current standard hardware and software that will satisfy the objective, considers alternative methods, asks how this objective will increase productivity, and does a cost justification. Requests to purchase personal computer hardware and software are approved by the appropriate budget manager; the additional approval of the Regional Supervisor is required to process a purchase requisition (PR). To insure CS support for the purchased item, the approval of CS prior to the purchase is required; a signature by CS on a purchase requisition or field purchase order (FPO) will imply approval. Lack of CS approval will not mean denial of that purchase, but indicate that support for that product is not the responsibility of Data Processing.

Acquisition

Project supervisors personal computers and software. Coordinating with CS will ensure compatibility in that new acquisitions will remain consistent with current technical specifications.

Computer Services can assist with Contract Award items, bid requests, vendor information and filling out of the Purchase Requisition. The actual ordering and receiving of the item may be done at the user level, with configuration and installation done by Computer Services. An overview of the system may be supplied by data processing, but specific training is a project supervisor's responsibility.

Installation and Configuration

Installation and/or configuration of LAN and CS supported hardware or software will be done by the Computer Services staff assigned to that project. Any changes in configuration or alteration of the workstation relationship to the Network should be done by Computer Services to ensure compatibility. CS should be consulted if a change of location is required for currently installed equipment. There may be other technical considerations which the user may not be aware, before the equipment move could actually take place.

Hardware

Standards

"Standard hardware" is hardware that is currently supported by Computer Services. Appendix A provides a list of current standard hardware.

Usage

Microcomputers and peripherals purchased with state funds should be used by department staff for official department projects, following the same policies applying to any other state equipment purchases such as boats, motors, or office equipment. Use of department microcomputers by non-department personnel or for a personal project should not be allowed. Any request to deviate from this policy should be made to the Regional supervisor and should describe the project, security measures, and its relation to department programs. No computer hardware or software should be removed from the Commercial Fish and Game offices without written permission of your supervisor.

No attachments or peripheral computer equipment shall be purchased except through the established computer purchase procedure, nor shall the same be connected to the network equipment except by person assigned that task by the CS staff.

Software

Standards

"Standard software" is software that is currently supported by Computer Services. Appendix B provides a list of current standard software. When selecting alternative packages, a consideration should be given to file compatibility with currently supported software.

Usage

Software purchased with state funds for official department use should follow the same policy as for any other State equipment and should not be used for personal use. Reproducing computer software without authorization violates the U.S. Copyright Law. It is a Federal offense, and can be subject to civil damages of \$50,000 or more and criminal penalties can include fines and imprisonment.

It is also illegal to copy any network software to your hard drive or from another hard drive to use on your PC or on your home PC. License agreements vary from package to package and company to company, but the main idea is the same as the copyrights to a book. A single user

license allows for that package to be used by one user only. A LAN license means the package is installed on the Local Area Network server only and may be used by as few as 1 user or as many as unlimited, depending on the purchased contract agreement. Software is a tool and if you require that tool to do your job, it should be purchased. Use of personally owned, public domain or bulletin board type software is prohibited without special approval. All exception software must be approved by Computer Services, the project manager and the Region IV manager. It must also be documented and logged as a software exception and be reviewed on a periodic basis. Software distribution and control are necessary to prevent the introduction of non-licensed software-as well as viruses-into the network.

All original network software shall reside in the Computer Services file storage area and CS will maintain security and inventory of that storage area. Workstation programs are a responsibility of the user. State responsibility requires that any software violating copyright laws be removed and may be done without prior notice to the user. No State purchased software should be removed from the CommFish offices without written permission of your supervisor. All work performed and computer files developed on state time are fully owned by the state. In the event of removal of non-state owned software, or hardware, the data files shall first be provided on transferable and operative disks to the appropriate supervising project manager.

Communications

Data communication exists between field offices and Kodiak via a modem used mainly for electronic mail purposes. Modems located in Kodiak other than the EMail modem, are used for particular communications to:

National Marine Fisheries	-	Shellfish
University of Alaska	-	Research
Anchorage FRED	-	FRED

No disk or electronically transferred files from sources outside the Division of Commercial Fisheries or agencies identified above are to be copied onto the network.

Data communication also exists between Kodiak, Anchorage, Juneau and other offices on a Wide Area Network via a leased line. This connection also provides access to the State Mainframe.

Training, Support and Maintenance

Computer Services is responsible for the support of personal computers as listed in the hardware standards to ensure compatibility.

Training

The value of software, equipment and data is compromised when employees are not adequately trained, cross trained and supervised. Training procedures should be formulated and implemented in each area with consideration of any unique applications. Introduction to new and updated network software will be provided by Computer Services. In house training maybe available periodically on CS supported software. A new user will be given by Computer Services, a network orientation and a LAN users manual (when it is completed).

Supervisors should be familiar with the following items and are responsible for insuring that their employees have received the following basic training before using a personal computer.

- 1) Physically turning the personal computer on/off.
- 2) Use of all peripherals: printers, modems, etc.
- 3) How to, and the reasons for, saving and restoring data, including the creation of backup copies.
- 4) Location of manuals, programs, data files, documentation etc.
- 5) Procedures used to execute the various programs and in what sequence the programs are to be executed.
- 6) Completion of appropriate tutorials or training aids.
- 7) Familiarity with support personnel.

To encourage education and growth, employees will be allowed to take computer classes during the work day if the time is approved by their supervisor.

Support

Hardware and software support will be provided by Computer Services for standard items, updates and approved exceptions purchased by the state. Problems beyond on site personnel abilities or time constraints may be contracted out or sent out for repairs. This is to be determined and coordinated by CS staff and the involved supervisor. Database support will be provided by DataBase Services. Requests for support should be made by filling out a Work Request Form, and submitting it to Computer Services. The Work Request Form is a tool by which CS can set priorities, track problems, meet time frames and it can be used as a resource for solving similar problems. A work request is located in Appendix C for your convenience.

A technical library that includes reference materials and tutorials on various software is available.

Maintenance

Maintenance should be a consideration when purchasing hardware and software. When equipment or software failures would jeopardize the productivity of the department or impede its business, alternative plans should be formalized.

Normal "wear and tear" type of maintenance on standardized, and approved exception software and hardware will be done by Computer Services, and will be paid for by CS as that budget allows. Any negligent type of repairs that are required will be the responsibility of the user area. Updates will be purchased and installed by Computer Services on an as needed and as the budget allows basis. Computer supplies such as standard diskettes, printer ribbons, printer cartridges, and plotter supplies needed for normal operation will be purchased periodically by CS. These supplies will be provided as the budget allows and are available by contacting CS. Items received need to be logged out to help with effective ordering and tracking. If these supplies are exhausted, they may be purchased by the user from the CS suggested vendor and if the budget allows, that bill may be turned in to CS. A large amount of supplies needed for a particular project should be budgeted for within that project by the project leader.

Maintenance by the user should include:

1. Periodic cleaning of the hardware. This should include disk read/write heads every 30-50 hours of use, cleaning the monitor with a soft cloth and screen cleaner or water. Dust, toner, and paper particles should be removed from a printer using a vacuum, alcohol on a cotton swab, or a soft brush or cloth.
2. Diskettes should be stored away from extreme heat or cold, dust, water, excessive moisture, and magnetic devices such as radios.

Documentation

Documentation is the responsibility of each project leader. CS or DS may be asked to assist with this task. This documentation should include a list of all applications, data diskettes, the location of applications and data, procedures for input, procedures for running the application, plus backup and recovery procedures. A flow chart or similar documentation of each application would also be helpful.

Security

Security is needed to control errors and irregularities in both files and programs, and to maintain the confidentiality of information. The primary threats to computer security are; modification of data, whether it be intentional or not, destruction or loss of software or hardware, disclosure of confidential information and disruption of operations. Data and physical security is required for each personal computer that is installed. Security procedures should include general responsibilities, physical security, data security, offsite storage, disaster recovery and control. All computer files are covered by statutory and regulatory policies regarding public records, and

as such, shall not be restricted as to access by line supervision through any mechanisms. An initial approval and request for computer file access must be provided in writing to CA by the supervisor of the employee.

The CS and designated staff shall have full and unrestricted access to Region IV computer equipment. Responsibility for maintenance of a complete computer inventory (hardware and software especially any equipment attached to the LAN) is assigned to Computer Services. A software list with the software version, registration number, serial number, original diskette location, installed location, documentation, publisher name and address and customer support number will be maintained by CS. A hardware list of all PC components, serial numbers, state tag number, user, and location will also be maintained by CS. Project leaders are responsible for establishing procedures and policies for insuring that the equipment, software and data for their project is secure. This includes procedures for backups (other than network files), labeling, reviewing for correctness, storage, access and training. CS or DS may be asked to assist in this task.

Region IV buildings are locked during non office hours, but care should be taken to guard against theft, etc. Storage closets are to be locked and only authorized personnel are to have access to them.

Network backups are stored on a regular basis in a magnetic data rated Safe.

Hardware Security

Equipment

All state tag numbers and serial numbers will be recorded and stored in a secure location by Computer Services.

Each employee using equipment will receive basic training as outlined in the training section of this document.

Diskettes

All data disks should be appropriately labeled and a log maintained with the disk location and the storage location of the hard-copy backup for each file.

Manuals should be stored with the computer or in the technical library and returned to their proper place after use.

Data Security

Confidentiality

Fish ticket information and any related data - Please consult the Fish ticket manual for the specifics on this.

Passwords

Passwords are required to login to the KOD-COMMFISH network, E-Mail, the State Mainframe, and various other applications. Passwords are a user responsibility, and should not be given out. If an application has a password and a user needs access to that application it must be approved by the supervisors involved.

Backup and Recovery

Original software will be stored in a safe place by Computer Services after it has been installed.

The Network is backed-up on a regular schedule by Computer Services. Supervisors in each area are responsible for establishing a schedule and procedures for backing up data pertinent to their area and keeping that backup current. Recovery procedures should also be in place. Lost Network files may be restored by filling out a Work Request Form and requesting that file and the date that you last remember seeing it. Computer Services will then try to recover them from the backup tapes that are available.

Offsite Storage

There currently is no offsite storage facility. Temporary storage is planned by placing a fireproof safe in the file storage area of the Commfish warehouse on Mill Bay Road, and CS will assume responsibility for inventory of items. This should meet the high water requirements for Kodiak as well as the many other requirements needed for storage of data necessary to resume business during an emergency. Backup copies of diskettes containing licensed programs, user programs, or other critical information and backup/recovery procedures should be rotated to a secure offsite storage location as changes occur.

Arrangements should be made with CS by the user for transportation of hardware and software to or from the offsite location. Materials must be well-labeled and packaged to prevent loss or damage. An offsite storage request form (Appendix D) should be filled out by the user and filed with Computer Services to maintain a current inventory of offsite items. An offsite storage form is located in Appendix D for your convenience.

File Sharing

A variety of files are defined as being available to everyone. Other files that are the responsibility of a particular supervisor will require that supervisors signature and the signature of the requesting employees supervisor. A Work Request Form can be used. Sharing files with non state employees should go through the same channels as any other information requested by the public.

Disaster Recovery

There is no plan at this time.

A Disaster Recovery Plan should be developed and tested. Each area is responsible for input to that plan for it's feasibility. It should include the following:

- 1) Alternate sites for the temporary resumption of critical information processing.
- 2) Backups of programs and data should be at the offsite storage location.
- 3) Maintenance that would prevent any disruption of service should be documented and performed regularly.
- 4) Documentation should include a list of all diskettes in use within the department.
 - a) Description of the file
 - b) Filename and Backup filename
 - c) Update frequency
 - d) Program execution instructions
 - e) Backup instructions
- 5) A copy of the recovery procedures should also be kept offsite. These procedures should be tested annually.
- 6) Notify data processing of any disaster. Permanent repair or replacement of equipment can take place after damage assessment has taken place.

USER RESPONSIBILITIES

The responsibility for the use of personal computers rests with the project leader. This responsibility includes but is not limited to:

Standalone User

- Physical and data security
- Trained back-up personnel
- Allocation of time for training
- Backup and recovery of data
- Development & Documentation of an application and its procedures
- General care and cleaning of equipment

Network User

- Backup and recovery of files stored on an individual's hard drive and diskettes
- Password
- Physical and data security
- Allocation of time for training
- Documentation of application and its procedures
- General care and cleaning of equipment

APPENDIX

Appendix A. Hardware Standards

Hardware standards for Kodiak Comm-fish consist of:

Computers = IBM 286 (or greater) compatible computers.

Monitors = VGA (or greater) color monitors

Printers = HP Laserjet, NEC LC890 PS, Okidata, Cannon

Bubblejet, HP Plotters, and various IBM printers

Appendix B. Software Standards

Word Processing	= *Word Perfect 5.1
Spread Sheet	= *Lotus 123, Quattro, Excel
DataBase	= *Microrim RBase 3.1
Drawing	= CorrelDraw
Graphics	= Freelance, Harvard Graphics
Publication	= *Ventura
Utility	= *XTreeNet & *Norton Utilities
Network	= Novell
E-Mail	= Microsoft Mail
Data Entry	= Radar
Fish Ticket	= *State Fish Ticket Program
Operating Sys	= *DOS
Specialty Prgms	=
Others	= *BlueMax, Windows

* Means supported State Standard

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