

CITY OF NEW ORLEANS
CHIEF ADMINISTRATIVE OFFICE

POLICY MEMORANDUM NO. 79(R)

May 7, 1990

TO: All Departments, Boards, Agencies, and Commissions

FROM: Stewart Walker, Chief Administrative Officer

SUBJECT: MIS WORK ORDER REQUEST PROCEDURE, AND ACQUISITION OF COMPUTERS

1. PURPOSE.

- a) This policy memorandum republishes information regarding the procedure for obtaining service from the Division of MIS and the procedures for acquiring personal computers.
- b) This memorandum replaces the contents of Policy Memorandum No. 52(Revised), dated August 23, 1987; and Policy Memorandum No. 79(Revised), dated July 13, 1989; the number will be reused for a new policy memorandum.

2. TRANSFER OF EDP.

Effective January 1, 1989, the Bureau of EDP became a division of the Chief Administrative Office and was renamed the Division of Management Information Services. This division is supervised by the Chief Administrative Officer and the Management Information (Services) Administrator.

3. REQUEST FOR MANAGEMENT INFORMATION SYSTEM SERVICES.

All requests for data processing, system design, mainframes or microcomputer services will be made through the Management Information Administrator, Room, 3E04, City hall on the Management Information Services Request Form which is attached to this memorandum. A minimum of five (5) days are required form completion of most work orders.

4. REQUESTS FOR SYSTEMS DEVELOPMENT, SOFTWARE, AND/OR EQUIPMENT.

All requests for mainframe computer software and/or hardware, microcomputer software or hardware, or contracts for automated systems should be submitted to the Management Information Administrator for consideration and recommendation to the CAO for final approval. No contract for systems services or equipment can be let without prior CAO approval.

5. APPROVAL BY DATA FILE CUSTODIANS FOR RELEASE OF DATA.

Some work order requests may relate to data files which are not under the legal custody of the MIS Division or the Chief Administrative Officer. For example, Traffic Court data is in the custody of the Traffic Court Judges. Some personnel files may be in the custody of Civil Service.

MIS requests will not be honored until written approval has been obtained by the department which requested the service the data file custodian.

6. SERVICES REQUEST PROCEDURE.

- A. All service requests are to be submitted to the Management Information Services Request Form, which should be photocopied as needed. Only the front of the Form must be completed.
- B. Service requests are to be submitted to the Management Information Administrator, Room 3E04 City Hall.
- C. On the Management Information Services Request Form the most important section is the description of the request. A concise but complete description of the requested service is essential. Identify the data affected, the information need or problem, and describe the output or report (attach a sample report if possible). A realistic completion date should be priority status. If you need assistance in completing the Form call MIS 565-6478 or 565-6987.

If the data files affected are under the jurisdiction of a custodian other than the CAO, the requesting department should obtain written approval for use or release prior to submission of the Form.

7. PURCHASE/ACQUISITION OF COMPUTERS, COMPUTER RELATED COMPONENTS, SOFTWARE, AND SERVICES.

The use of computer equipment is encouraged wherever appropriate to increase the productivity of City employees. The goal is to ensure that computer equipment acquired by the City is appropriate, that specifications are correctly recorded, and that software and equipment are compatible with previous acquisitions.

The acquisition of computers (including personal computers and word processors) and software systems by City agencies affects administrative policy decisions concerning centralizing or decentralizing computer operations. Additionally, because of the technical nature of data processing equipment and the amount of funds required to purchase the equipment, each request for purchase of such equipment must be evaluated in order to determine the advantages and disadvantages of the proposed acquisition.

- A. The Management Information Administrator or designee must review and evaluate all proposed purchases of computers and computer related components, software, and services for the Chief Administrative Officer.
- B. Issues to be considered when evaluating requests for purchase include, but are not limited to: (1) workload reduction and increased efficiency; (2) justification for use; (3) compatibility with other data processing equipment and software; (4) technical adequacy of the requested equipment and software; (5) completeness of the request (its equipment described adequately, are required attachments included; (6) provision for legal software; (7) in-house maintainability and support; (8) training requirements; (9) standardization of equipment and software; and (10) state-contract purchase availability.
- C. The Department of Finance Bureau of Purchasing will neither process nor make changes to requisitions for computer equipment and software without the written approval of the Management Information Administrator or designee.

8. APPLICABILITY.

This policy shall apply to the purchase of all computer or data processing equipment, software and services. The following list includes examples of items covered by this memorandum.

- A. Computers- Mainframe, minicomputers, microcomputers, ((including personal computers, word processors, work stations, and terminals with on-line computing capability);
- B. Software- Programs and program updates;
- C. Services- Application programming, systems design; computer maintenance and support, training in equipment operation, and training in use of programs.

This policy shall also apply to all purchases of such equipment planned as a part of a central data processing application.

9. TRAININGS.

Any formal training programs for departments in the use of equipment or software covered by this policy must be requested through the MIS Services Request Form. Individual employee requests for training should be submitted to the Employee Training and Development Division of Civil Service. For additional information, call 565-6822 or 656-6987.

10. INQUIRIES.

Any questions concerning this memorandum should be directed to the Chief Administrative Officer, Room 9E01, City Hall or the Management Information Administrator, 6565-6466.

Attachment