E D M O N T O N

TITLE		NUMBER	*A1442B*
INFORMATION TECHNOLOGY – HARDWARE & SOFTWARE NON STANDARD REQUESTS		**DEPARTMENT**	*CORPORATE SERVICES*
		DELEGATED AUTHORITY	*GENERAL MANAGER & CFO – FINANCIAL & CORPORATE SERVICES*
		CONTACT	*PROGRAM MANAGER, WORKPLACE OPERATIONS 496-4085*
DEFINITIONS		**DATE**	*JULY 5, 2016*

City – the municipal corporation of the City of Edmonton.

Business Relationship Manager – the Employee assigned by the Branch Manager, Information Technology, to provide support to a designated business area within the City.

Employee – a person who reports to the City Manager or City Auditor and provides services to the City under a contract of employment, contract for the provision of personal services, or in the capacity of agent, student, or volunteer.

Information Technology Hardware and Software – a product that may be connected wirelessly or directly into the City's internal computing environment. Examples of Information Technology Hardware and Software may include, but are not limited to, tablets, desktops, laptops, cell phones, smart phones, Chromebooks, digital cameras, projectors, memory sticks, and software packages.

Non-Standard Information Technology Hardware and Software – Information Technology Hardware and Software that requires approval for use within the City's internal computing environment.

Standard Information Technology Hardware and Software – Information Technology Hardware and Software that that has been pre-approved for use within the City's internal computing environment.

PROCEDURES AND GUIDELINES

Employees must only use approved Information Technology Hardware and Software when conducting City business.

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The Branch Manager, Information Technology, must prepare and maintain a list of Standard Information Technology and Software. Employees may obtain Standard Information Technology Hardware and Software by contacting Inside Information 780.944.4311 or inside.information@edmonton.ca, or for Hardware only, through the Online Hardware Catalogue. Standard Information Technology Hardware and Software may be used for City business without further approval.

If an Employee requires Non-Standard Information Technology Hardware and Software for City business, the Information Technology Hardware and Software must be approved for use in accordance with this Procedure by the Branch Manager, Information Technology, prior to use or connection to the City's internal computing environment.

Procedure for Non-Standard Information Technology Hardware and Software Approval

When an employee requires Non-Standard Information Technology Hardware and/or Software, the employee, with the involvement of their assigned Business Relationship Manager, must submit the Request for Exception to Information Technology Standards Form (Attachment I).

Non-Standard Information Technology Hardware and Software requires a financial, technical, and security review prior to approval for use within the City's internal computing environment. Upon receipt of a Request for Exception to Information Technology Standards Form, the Branch Manager, Information Technology, will complete a business and technical review of the proposed Information Technology Hardware and Software, including the following:

- Business needs and economic justification for the proposed Non-Standard Information Technology Hardware or Software;
- Business reasons why Standard Information Technology Hardware and Software is unacceptable;
- A technical impact assessment of introducing the proposed Non-Standard Information Technology Hardware or Software to the existing computing environment;
- An economic analysis of introducing and supporting another hardware and/or software product or version in the computing environment and an economic comparison (including a functionality comparison) against existing Standard Information Technology Hardware and Software; and
- Availability and authorization of funds to acquire, evaluate and technically support the proposed Non-Standard Information Technology Hardware or Software.

Depending on the complexity of the proposed Non-Standard Information Technology Hardware and Software, the time required to complete the review may range from 24 hours (for simple requests) to several months.

Upon completion of the business and technical review, the Branch Manager, Information Technology, will either approve the Non-Standard Information Technology Hardware and Software for use within the City's internal computing environment, or may deny the request and recommend a suitable alternative.

The Branch Manager may delegate any powers, duties, or functions prescribed by this Procedure to any Employee.

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FREQUENTLY ASKED QUESTIONS

How do I find out if the hardware I am requesting is approved for City use?

All equipment listed in the Online Hardware Catalogue is Standard Information Technology Hardware and may be used without further approval. Additionally, you contact Inside Information or your Business Relationship Manager.

How do I find out if the software I am requesting is approved for City use?

If you are unsure if the product you are requesting is Standard Information Technology Software, please call Inside Information at 944-4311 or contact your Business Relationship Manager for assistance.

When should I make a request for a new product or an exception to an existing standard?

When a business need cannot be met by Standard Information Technology Hardware and Software.

What information should I include in my justification within the Request for Exception to Information Technology Standards Form?

Your justification should include a brief description of your business need, along with a summary of your business and technical requirements.

ATTACHMENTS

Attachment I – Request for Exception to Information Technology Standards Form

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