

# VIII – SYSTEM HARDWARE

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## Hardware Acquisition

**Policy:** Community Information & Referral, Inc. (CI&R) and the System Administrator assist Homeless Management Information System (HMIS) Provider Agencies in acquiring computer hardware on an as-needed basis during the HMIS implementing process. The available funding supplements those agencies with inadequate or obsolete hardware but will not fulfill all of a Provider Agency's computer hardware needs.

**Purpose:** To define the hardware acquisition process and roles / responsibilities

**Scope:** All eligible HMIS Provider Agencies.

**Background:** Funds from HUD SHP grant(s) and the Arizona Department of Housing are available for Maricopa HMIS provider agencies to acquire computer hardware, networking, and Internet access.

**Definitions:** *Provider Agency*-an agency authorized to participate in the HMIS.

**Responsibilities:** HMIS technical support staff.

### Procedure:

#### 1.0 HARDWARE ACQUISITION PROCESS

HMIS System Administrator	<ol style="list-style-type: none"><li>1. Conducts an inventory of hardware at Provider Agencies prior to implementation of HMIS.</li><li>2. Summarizes the Provider Agency's inventory results.</li><li>3. Estimates the total need for hardware, network equipment, and software licenses.</li></ol>
Provider Agency	<ol style="list-style-type: none"><li>1. Completes an Agency Profile form, which includes hardware and network equipment information.</li></ol>
HMIS System Administrator	<ol style="list-style-type: none"><li>1. Conducts an Agency Needs Analysis.</li><li>2. Discusses with Provider Agency personnel any HMIS implementation concerns and needs including hardware and network equipment.</li></ol>
Provider Agency	<ol style="list-style-type: none"><li>1. Completes a Hardware Request Form if requesting hardware or network assistance. This form documents the request for hardware including servers, personal computers, network equipment, printers and miscellaneous hardware.</li><li>2. Acknowledges that HMIS is not responsible for ongoing operating costs or replacement costs for the equipment.</li></ol>

	3. Forwards the Hardware Request Form to the HMIS System Administrator.
System Administrator	<ol style="list-style-type: none"> <li>1. Reviews the Hardware Request and indicates support for the request; i.e. HMIS implementation at the agency is not possible without hardware / communications support.</li> <li>2. Forwards the request to CI&amp;R Executive Director for review with the Hardware Review Committee.</li> </ol>
CI&R Executive Director	<ol style="list-style-type: none"> <li>1. Reviews request with budget office to determine if funds are available. If so, schedules for review with Hardware Review Committee. If not, returns to the System Administrator for discussion with the Provider Agency.</li> </ol>
Hardware Review Committee	<ol style="list-style-type: none"> <li>2. Reviews and may approve all, a portion or a limited number of requested items, or reject the entire request.</li> <li>3. Submits approved requests to HMIS System Administrator.</li> <li>4. Contacts Provider Agency with decision.</li> <li>5. Sets up grievance process if request is denied or modified.</li> </ol>
CI&R Executive Director	<ol style="list-style-type: none"> <li>1. Sends and receives quotes from three different vendors for each item greater than \$1,000.00.</li> <li>2. Selects a vendor. If the quote is for commonly purchased items i.e. standard desktop personal computers, a blanket purchase order will suffice and a separate quote process is not needed. Uncommon item purchases greater than \$1,000.00 require the quote process.</li> <li>3. Procures and installs the hardware on the Provider Agency's behalf.</li> <li>4. Sends vendor invoice to CI&amp;R Accounting Staff.</li> </ol>
Accounting Staff	<ol style="list-style-type: none"> <li>1. Coordinates the receipt of hardware purchase funds from all appropriate grants or funding sources.</li> <li>2. Sends vendor payment.</li> <li>3. Maintains all purchase and receipt records for HUD and auditing purposes.</li> </ol>
Provider Agency	<ol style="list-style-type: none"> <li>1. Sends written acceptance to CI&amp;R of all hardware received and installed.</li> <li>2. Uses provided hardware primarily for HMIS access.</li> <li>3. Installs appropriate security measures to protect hardware including virus protection software.</li> <li>4. Requests permission from CI&amp;R before retiring or disposing of HMIS hardware.</li> <li>5. Understands that HUD retains ownership of HMIS purchased hardware and will notify CI&amp;R if the equipment is no longer functional.</li> <li>6. Accepts, after initial installation, all responsibility for future hardware maintenance and services.</li> </ol>
CI&R IT Staff	<ol style="list-style-type: none"> <li>1. Maintains an inventory of all hardware provided to agencies for HUD and auditing purposes.</li> </ol>

**P&P#:** VIII - 02  
**Approved by:** HMIS User Group

**Effective Date:** \_\_\_\_\_  
**Last Revision Date:** \_\_\_\_\_

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## **Hardware Replacement – To Be Developed**

## **User Workstation Standards**

**Policy:** All Provider Agencies maintain consistent hardware and software configuration standards.

**Purpose:** To delineate specific standards regarding the configuration of the Provider Agencies' computer workstations.

**Scope:** System wide

**Responsibilities:** Provider Agency Technical Staff

### **Procedure:**

#### **1.0 HARDWARE CONFIGURATION**

1.1 All Provider Agency user workstations comply with the following minimum requirements:

- Pentium 133Mhz+ PC, or Macintosh 8.0 or higher
- 32MB RAM
- 2GB+ hard drive
- SVGA monitor
- Mouse
- 56K modem for Internet access. (Recommended high-speed Internet connection: DSL, cable or satellite)

1.2 The Provider Agency technical staff installs, configures, supports and maintains user workstation hardware.

#### **2.0 SOFTWARE CONFIGURATION**

2.1 All Provider Agency user workstations comply with the following requirements:

- Microsoft Internet Explorer 5.0+ (recommended for best performance) or Netscape Navigator 4.0+ browser
- Internet connectivity or access to LAN
- Virus protection

2.2 The Provider Agency technical staff installs, configures, supports and maintains user workstation software.

2.3 The Provider Agency may request assistance from the HMIS System Administrator.

#### **3.0 Review of User Work Station Standards**

1.1 User workstation standards are reviewed each time the User Group considers conversion to an upgrade of the software.

1.2 The system Administrator provides to the HMIS User Group information regarding any changes to the workstation standards that may be required as a result of upgrading the software.