DEPARTMENT OF BUILDINGS

EXECUTIVE OFFICES
60 HUDSON STREET, NEW YORK, N.Y. 10013-3394

GASTON SILVA, R.A., Commissioner

(212) 312-8000
TTY (212) 312-8188

Issuance # 545

BARRY G. COX
Deputy Commissioner
Operations/Administration
(212) 312-8004
FAX: 312-8012/8065

ADMINISTRATIVE
POLICY AND PROCEDURE NOTICE – # 2/98

TO: DISTRIBUTION

FROM: Barry G. Cox
             Deputy Commissioner

DATE: September 21, 1998

RE: Computer Usage Policy

POLICY: This APPN clarifies Department and City policy on the use of computer hardware, software, network services and internet resources.

EFFECTIVE: Immediately

SPECIFIES: Please read and familiarize yourself with the enclosed policy. It should prove helpful by providing you with the information about services available and proper procedures for obtaining support.

The City of New York

DEPARTMENT OF BUILDINGS

COMPUTING AND NETWORKING POLICY AND PROCEDURES

Gaston Silva, R.A.
Commissioner

MIS
SEPTEMBER 1998

MIS Policy and Procedures Statement

This policy addresses:

➤ The Management Information Systems (MIS) Division's responsibilities in making Computer & Network Technology Resources available to DOB staff and to support them in achieving the Agency's mission through the proper use of these resources;
➤ The responsibilities of the staff of the Department of Buildings in using these shared resources;
➤ The Citywide & Department of Buildings E-Mail Policy;
➤ Procedures for using the Department of Buildings Computer & Network Technology resources;
➤ Operating standards

"Policy" refers to the "Computing & Networking Policy and Procedures" document, which follows.

Introduction

The Department of Buildings (DOB) Management Information Systems' (MIS) Network Engineering Unit maintains a Computer Network Infrastructure to assist DOB staff in carrying out the mission of the Agency. The procurement, installation and use of all computer hardware, peripheral equipment and software are governed by this Policy.

This policy also sets forth Standard Operating Procedures used in the administration and use of the DOB Network. These policies are not designed to mandate rigid, inflexible rules that could eliminate inherent benefits in decentralized computing. However, a strategy for standards is a critical and required component of achieving savings and other objectives of standardization. MIS will review all requests for non-standard hardware & software and strive to maintain a balance between the inherent benefits of standardization with the need for specialized equipment in specific situations.

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I. PROCEDURES TO REQUEST COMPUTER HARDWARE AND SOFTWARE

A. Acquisition of Computer hardware/software

The Network Engineering Unit of MIS must review requests for any computer hardware or software. This review is intended to ensure any hardware or software introduced into the DOB Computer Infrastructure will be compatible within the existing structure, will perform as anticipated and is in line with the Agency's Information systems Strategic direction. Therefore, prior to requesting the acquisition of such hardware/software you must complete the "Computer Hardware/Software Request Form" (See Attachment 1). These requests must include justification for the hardware/software (hereafter referred to as Computer Equipment) to be purchased. Where appropriate and/or requested, the MIS Staff can perform an analysis of the proposed application and advise the requestor of the optimum configuration to accomplish the desired goal. *No computer hardware or software requests will be accepted by purchasing without first being reviewed by MIS and the "Computer Hardware/Software Request Form" signed by an authorized MIS representative.* After review by MIS, the form will either be forwarded to the purchasing unit for processing or returned to the requesting department with comments.

The request should include:
* Type of equipment requested, i.e., CPU, Monitor, Printer, Network Board, color printer, etc.
And/or
* Software requested - Either the generic software needed such as "Spreadsheet Software" or the specific brand of software such as "MS Excel"
NOTE: If the equipment or software does not comply with the DOB authorized list (See appendix A) you must explain why you are requesting non-standard material.
* Unit requesting computer hardware/software.
* Location.
* Whether this is to replace existing Computer Equipment or is a new installation.
* Network requirements (if known), i.e., will the software be required to run from the network, are there network lines available for the hardware, etc.
* Time frame needed for delivery of computer equipment.
* Authorized Signature of Unit Head
* Justification
    - Why current computer equipment does not meet needs, or why additional equipment is necessary.
    - Business justification for computer equipment request.

NOTE: ALL COMPUTER HARDWARE, SOFTWARE AND RELATED PERIPHERAL EQUIPMENT WILL BE DELIVERED TO NETWORK ENGINEERING FOR INCLUSION IN THE DOB INVENTORY DATABASE BEFORE DISTRIBUTION.

B. Unauthorized Software

The installation and use of unauthorized software is strictly prohibited. Unauthorized software is defined as ANY software not approved *and* installed by MIS. This includes Screen Savers, Toolbar additions, games and any other software not included in Appendix A "Authorized DOB Hardware & Software."

Use of unauthorized software can have critical consequences for the PC it is installed on. It can "Crash" the system. In rare cases it can cause the user to lose data and it creates the potential for introducing Computer Viruses.

MIS Network Engineering Staff have been instructed to remove any unauthorized software they find when responding to a HelpDesk call.

B. Unlicensed Software

The installation and use of unlicensed software is not only prohibited, but also illegal. Unlicensed software is not limited to "copies of software from a friend" but also includes installing personal software from a home computer onto a DOB PC. The use of Unlicensed software exposes the Department of Buildings to lawsuits and major fines for such illegal use.

Any PC found to be have unlicensed software will have it removed, and the user of that PC could be subject to disciplinary action.

See Appendix B for the Department of Buildings Software Policy and Appendix C for "Employee Software Usage Guidelines"

II. REQUESTS FOR COMPUTER AND NETWORK RESOURCES

Network facilities are available to assist Department of Buildings staff and other authorized users in accomplishing the mission of this agency.

All network facilities are to be used in a responsible, ethical and legal manner in accordance with this Computing & Networking Policy and Procedures Manual, the City of New York Acceptable Use Policy (Appendix B), and any other New York City or Department of Buildings rules regarding use of government property.

A. New Network Accounts

Network Accounts are available to all DOB Staff: this includes part time and Student interns as well as consultants performing authorized Department of Buildings tasks.

Requests for new Network Accounts must be authorized by a unit head and the request must come from the Unit Head or their authorized representative. Once a request is received by MIS an account will be set up as soon as practical (usually within 2 business days). When the account has been set up a Network Engineering staff member will visit the workstation location to set up the new network account and provide an introduction to the computer & network resources available within DOB.

The following information must be included when requesting a Network Account:

Full Name

Duration of account i.e., Consultant, summer intern, etc. would be for a set time frame.

Telephone Number

Location

Department

Title

CityMail/Internet E-Mail access

NOTE 1: The person in whose name an account is issued is responsible at all times for it's proper use. **IT IS STRONGLY RECOMMENDED YOU DO NOT SHARE YOUR PASSWORD** Users will be required to change their password annually. However, users are urged to change their passwords on a more frequent basis.

Passwords must be at least 5 characters and no more than 20 characters long and are case sensitive (i.e., if you change your password, and your new password was entered with the first letter capitalized and the rest lower case) you must enter it that way every time you log on.

B. Change Network Account Information

Any change to the information currently on file for each user should be forwarded to Network Engineering. This includes change in location, department, telephone number, etc. If a user changes departments or responsibilities, Network Engineering should be informed so that the user will have the proper network access.

C. Delete Network Account

Network accounts can be deleted for several reasons:
1. User no longer employed at DOB
2. User account has been inactive for 90 days, i.e.; user has not logged on for 90 consecutive days.
3. Improper or unauthorized use of network account.

EXPLANATIONS
1. When a user leaves DOB, their network account will be deleted. If there is any data in that users' network space, the user's supervisor can request the account be held open for up to 30 days to enable them to retrieve that data. In the absence of a request to hold the account open, Network Engineering will delete the account upon proper notification of termination from Human Resources.
2. Network accounts inactive for 30 days will be disabled (account will remain available but no one will be able to use that account to login to the network. If a request to enable the account is not received in the next 60 days it will be deleted. Users who will be on leave or otherwise will not be using their account for 90 days or more should inform Network Engineering. Their account will then be disabled but not deleted to ensure there is no unauthorized use during the period of inactivity.
3. At the discretion of DOB management, anyone using their network account for illegal activities or unauthorized use of their account, may have their account deleted. This does not preclude any other administrative or legal action being taken.

NOTE 2: New or Changed Network Account Information should be entered on the Computer Network Services Request Form (see Attachment 2)

III. COMPUTER AND NETWORK SUPPORT

The Network Engineering Unit will maintain a HelpDesk, which will receive all problem & assistance calls. Network Engineering will assist users with all computer and network related issues. Users should have as much information available as possible when calling the HelpDesk. Certain information will always be required, as follows:

* ❖ Full Name of user
* ❖ User Network Account Name (i.e., JoeD)
* ❖ Nature of the problem (Please be specific. "My computer doesn't work" is not a valid problem description).
* ❖ Any error message, including message number, you may have received.
* ❖ Any other information you think might be useful, such as; "The problem seemed to start after 'XYZ' software was loaded" –or- "I tried to log on and the message said 'Access Denied'"
* ❖ Your site location.
* ❖ Department/Unit

HelpDesk requests will be assigned to one of three priority categories:

Priority Categories

Priority #1 - HIGH – Any HelpDesk requests involving problems with production systems or mission critical systems or affecting multiple users will be assigned the highest priority. These problems will take precedence over priority #2 and #3 requests.
Normal service time is immediately.

Priority #2 – Medium – HelpDesk requests representing problems of individuals with either network or computer Hardware or Software not performing correctly will be assigned to the Priority #2 class. These problems will be handled in the order in which received.
Normal service time is normally 2 days or less.

Priority #3 – LOW – HelpDesk requests for assistance in using 3rd party software such as word processing or spreadsheets, or for assistance in solving issues directly related to the use of 3rd party software will be assigned a priority #3 class. These problems are more related to training issues rather than "Problems" with hardware and software. While we will attempt to assist in these instances, it will only be on an "As available" basis after priority #1 and #2 issues have been addressed.

HELPDESK NUMBER (212) 312-8363

A member of the Network Engineering Staff will normally answer calls to the HelpDesk. Occasionally, all staff members will be on service calls. You will then be connected to the HelpDesk Voice mail system. Please leave the information required, per above. The Voice Mail system is checked several times daily and your request will be added to the HelpDesk queue. It is not necessary to "follow-up" voice mail messages by contacting a Network Engineering Staff member. In fact we request you **do not** directly

contact Network Engineering Staff with HelpDesk calls. If you feel you have a situation requiring immediate attention or you are not receiving adequate support, please contact the Network Engineering Manager:

Anthony Santacroce
60 Hudson Street – 14th floor
(212) 312-8364
E-Mail: TonyS
    -or-
the Director of MIS
Fred D'Alo
60 Hudson Street – 14th floor
(212) 312-8340
E-Mail: FredD

All requests for computer or network assistance should be routed through the HelpDesk. This procedure will enable the Network Engineering Unit to keep performance records for all equipment and will be helpful in determining if a particular piece of equipment should be replaced, or if there is a pattern of similar problems.
Secondly, if the problem is with a production system, contingency procedures can be instituted for critical applications.
Also, problems that may relate to existing or new in-house developed software can be routed by the HelpDesk to the Applications Development unit of MIS.

Basic Troubleshooting Tips for Users
Before calling the MIS Network Engineering HelpDesk there are several steps users can take to try to resolve the problem.
1. Ensure the surge protector is turned on, the switches for all the computer hardware are on, and the monitor and CPU (computer) are turned on. An obvious solution, but we have had calls for "My monitor is not working" or "I don't get anything on my screen" only to find that one of the switches is off. Also check to ensure all equipment is plugged in.
2. If you have been working on the computer and it "freezes" or won't process some applications, try restarting your computer. This usually solves the problem.
3. Messages such as "Can't access network drive", "File Not Found", "Can't find file shortcut refers to" and similar messages usually indicate you are not logged on to the network. REMEMBER, network passwords are case sensitive, make sure you are not entering capital letters when your password was set as lower case.

NOTE: **ONLY MIS NETWORKING ENGINEERING STAFF ARE AUTHORIZED TO PERFORM TROUBLESHOOTING ON DOB COMPUTER EQUIPMENT. MODIFICATIONS TO SOFTWARE OR HARDWARE, PERFORMED BY UNAUTHORIZED PERSONNEL, CAN BE CONSTRUED AS TAMPERING WITH GOVERNMENT PROPERTY, AND, IF WARRANTED, WILL BE TREATED AS SUCH.**

This is not intended to discourage people from assisting each other with minor problems, but to prevent making modifications to hardware or software that could materially affect the performance of the computer equipment or DOB network.

V. NETWORK USE POLICY

Users must respect the Agency's operational procedures for computing and network services. Users are responsible for knowing and abiding by the Computer and Networking Policy & Procedures. General guidelines for network usage follows.

Computing resources may not be used for illegal purposes. Examples include:
* Unauthorized copying or use of copyrighted material.
* Destruction of or damage to hardware, software, or data belonging to DOB or other users.
* Disruption or unauthorized monitoring of electronic communications.
* Harassment of other users.

Due care must be used to avoid introduction of Computer Viruses.
The accidental or intentional introduction of a destructive program, such as a "virus", can have serious consequences. Users should be aware of the threat of computer viruses and use adequate protection against spreading them to their own machines. All files uploaded to a network drive are scanned during upload. All Networked DOB computers are scanned weekly for viruses.

Ethical Usage
Computing resources shall be used ethically. Examples of unethical use, which also may involve illegality, include:
* Violations of computer system security.
* Unauthorized use of computer accounts, files and data that do not belong to the user.
* Unauthorized use of access codes assigned to others.
* Intentional use of computer telecommunication facilities in ways that impede the computing activities of others.
* Violation of software license agreements.
* Violation of another user's privacy.
* Attempts to alter system software or hardware configurations.
* Attempts to access another user's account, private files, or e-mail without permission of the owner.
* Misrepresentation of one's identity in electronic communication.
* Violation of copyright and/or software license agreements.
* Use of DOB resources for illegal activities, including but not limited to criminal threats or harassment, theft, and unauthorized access.
* Use of DOB systems for private-use purposes

Reasonable Usage
Reasonable usage applies the standards of common sense, courtesy and restraint in the use of shared network resources. It includes:
* Regular deletion of unneeded files from one's accounts on network servers.
* Refraining from overuse of information storage space, printing or processing capacity.

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Databases
The introduction and use of databases on network servers is not allowed unless specifically authorized by MIS. Installing and using databases on a Network Server could have adverse affects on network efficiency. Programming requests should be directed to MIS. Network drives will be periodically scanned, and any unauthorized database files will be deleted. Databases can, however, be saved on a network server for backup reasons as long as they are not directly accessed from the network server for processing.

Executable Files
Executable files are NOT to be copied to any location the network. This includes the users personal directory or any sub-directories. ANY unauthorized executable files found on the network will be immediately deleted. Executable files usually end in .COM, .EXE, .BAT.

SECURITY
Network Servers
* All DOB Network servers are backed up each night using either a full or incremental backup.
* Every server has a full backup once per week; all other daily backups for that server are time-stamp incrementals.
* All tapes rotate on a bi-weekly basis
* .The full backup tapes from the last week of the month are saved for at least twelve months.
* June's month-end tapes are retained indefinitely.

Appendix A
AUTHORIZED DOB HARDWARE & SOFTWARE

STANDARD PC WORKSTATION SETUP

HARDWARE:
The standard PC Workstation will have the following Hardware installed:
* ❖ 1 Hard drive
* ❖ Minimum of 16 MB of system memory
* ❖ 3 ½" Floppy disk drive
* ❖ 14" monitor
* ❖ Video card to support monitor
* ❖ Desktop or Mini tower case
* ❖ Surge Protector
* ❖ Network Interface Card (10/100 Intel or equivalent)
* ❖ Standard 101 key Keyboard
* ❖ Mouse
* ❖ Network Printer available via network connection

SOFTWARE:
The standard PC Workstation will have the following Software Installed:
* ❖ Standalone Windows 95 Operating system
* ❖ Office 97 running off network (under most circumstances)
* ❖ GroupWise E-Mail system
* ❖ Mainframe connectivity software
* ❖ ManageWise

ADDITIONAL PC HARDWARE AVAILABLE WITH JUSTIFICATION
* ❖ CD Rom Drive
* ❖ Modem
* ❖ Backup Drive

STANDARD AUTHORIZED DEPARTMENT OF BUILDINGS SOFTWARE
* ＊ MS Windows 3.11 (being phased out)
* ＊ MS Windows 95
* ＊ MS Office 97 (Includes MS Word, MS Excel, MS PowerPoint, * MS Access)
* ＊ MS Project
* ＊ WordPerfect 6.0
* ＊ * Visio
* ＊ * Visual Basic 5.0
* ＊ Extra
* ＊ * MS Publisher
* ＊ * Windows NT 4.0 Workstation

*Only available with justification

Appendix B
NEW YORK CITY E-MAIL ACCEPTABLE USE PROTOCOL

This Acceptable Use Policy (AUP) is the City Protocol for the use of Electronic Mail (E-Mail), the INTERNET, and CityMail (except if noted otherwise in this AUP, Internet Access shall mean all of these facilities) by City Personnel using City network resources.

Internet Access is a resource provided by the City solely for City employees to perform their City job responsibilities. Internet Access is provided to City personnel to enhance their ability to conduct the City's business. Accordingly, Internet Access should be used only in connection with the conduct of City business, it should not be used in connection with any personal or non-City matters.

Guidelines:

All users of City network resources have a responsibility to use their Internet Access in an informed and professional Fashion. Compliance with this AUP and with customary INTERNET "netiquette" is required for all users of City network resources.

Use of Internet Access for activities that are unacceptable under this AUP may subject a user to disciplinary action, including the removal of a user's access from the system and/or appropriate additional disciplinary action. City agencies reserve the right to review violations of the AUP on a case-by-case basis.

1. Employees may not transmit confidential City information to anyone who does not have the right to that information.
2. Employees may not use Internet Access that will interfere with or disrupt network users, services or equipment. Disruptions include, but are not limited to, distribution of unsolicited advertising, propagation of computer worms or viruses, and use of the network to make unauthorized entry to any other machine accessible via the network. It is not acceptable to compromise the integrity of City computers or City network resources in any way.
3. Employees may not use Internet Access to access information or resources unless permission to do so has been granted by the owners or holders of rights to those resources and information. It is not acceptable to use Internet Access to distribute copyrighted programs or documents without proper authorization.
4. Employees may not attempt to gain unauthorized access to network information resources. It is not acceptable to prevent the rightful access of others to City computer resources or other City network resources.
5. Employees may not send Internet Access messages that contain personal opinions expressed in such a way that may be interpreted as official City policy. It is general practice in such cased to include a disclaimer such as: "The opinions expressed here are my own and do not necessarily represent the policy of the City of New York."
6. Employees must maintain their individual E-Mail and/or Internet Access accounts. Accordingly, users should:
   - Never publicize or share their passwords.
   - Never share accounts, except within the agreed parameters for common accounts.
   - Check Internet Access daily; to minimize disk storage problems, unwanted messages should be deleted immediately.

Privacy:

The E-Mail system and the messages sent on it are the property of the City. Internet access is received and stored on the City's network servers and monitored on a regular basis; accordingly, Internet Access users should **not** assume a right to privacy in electronic communications at their City agency. In addition, users should be aware that City Internet Access and other City electronic communications may be subject to the New York State Freedom of Information Law. City agencies reserve the right to monitor and delete Internet Access in the event of a violation of the AUP or other City policy, or any threat to the operation of CityMail.

A City agency's system administrator and certain other agency staff have access to records, files and data belonging to city personnel. The system administrator and staff shall take reasonable precautions to avoid invading the privacy of individuals without their knowledge; they shall not divulge or disclose any such information to others, unless disclosure is required by departmental policy or Federal law.

System Security:

The City's system security is of the highest priority. System security is essential for the effective and efficient operation of the system. It is the responsibility of all users to help maintain the highest possible degree of system security. If a user discovers a security problem, that user should immediately report the problem to the system administrator.

Passwords:

- Select passwords that are not easy to guess or to find using a password decoding program. A combination of 6 or more letters, cased, numbers or symbols should be selected.
- Keep the password confidential; do not write it down.
- Change passwords regularly.
- If a password has been lost, stolen or has otherwise been obtained by another person, or if a user has any reason to believe that someone has obtained unauthorized access to their account, it is the responsibility of the user to immediately notify the system administrator. Clues to unauthorized access include, but are not limited to: strange files appearing in a directory, the system reporting log-ins when you were not using the system, or files or programs changing size or no longer functioning properly.

NOTE: Department of Buildings Internet Access via the DOB network is limited to Internet E-Mail services only.

Appendix C
Guide to communicating on the Internet via CityMail

The following are the procedures used to send and receive E-mail through the Internet.

For purposes of this explanation, the Internet Address we are sending E-mail to will be "joed@aol.com". You would substitute the actual Internet Native Name of the person you are sending Internet E - mail to. To receive Internet E - mail, you would use **YOUR** DOB Internet Native Name. All DOB personnel's Internet Native Name would consist of the following (we will use joed as the user id for this example, however, joed would be replaced by **YOUR** network user id).

1. YOUR INTERNET E - MAIL ADDRESS

Your Internet E-mail address, also referred to as your Internet Native Name, use the format below. Note that these examples are specific to the Department's E-mail system. Other agencies might have different formats, depending on their E-mail system.

joed@doblan.ci.nyc.ny.us

Remember to substitute your user id for joed.

If someone wants to send you mail, via the Internet, they would type your Internet Native Name, (illustrated above) in the TO: field of their E-mail.

NOTE: For performance reasons, the IBM recommended limit of 500 kilobytes per single message has been adopted. Mail arriving larger than this size will be rejected.

2. SENDING MAIL TO A PERSON ON THE INTERNET

To send mail to someone on the Internet, you must either know the person's userid or their Internet Native Name. Depending on which one you know, the following are two ways to send mail to someone on the Internet:

A. If the person is listed in the Central Internet Directory

If the person is listed in the Central Internet Directory, and you know the user id, you can send the mail straight to that person by entering the following in the TO: field of your E-mail message.

CITYMAIL.INTERNET(DOBJOE)

Remember to enter the user id of the person you are sending mail to instead of DOBJOE.
When someone on the Internet sends you mail they will be automatically registered in the Central Internet Directory. Thereafter, you can use this addressing scheme to send them Internet E-mail.

B. If the person is **not** listed in the Central Internet Directory.

If you want to send Internet E-mail to someone not listed in the Central Internet Directory, you must do the following:
Select Send Mail in GroupWise

In the TO: field enter CITYMAIL.SSWCDCSA.OAS

In the SUBJECT: field enter any subject you wish.

In the MESSAGE: field enter the following:

SSW
TO NN=DOBJOE@AOL.COM
SSW

You would then put the text of your mail here.

If you wanted to send mail to more than one person, or send CC:'s or BCC:'s, you would enter additional lines between the SSW:'s and start with TO: or CC: or BCC:

Remember to substitute the Internet Native Name of the person you are sending mail to instead of DOBJOE@AOL.COM.

NOTE: Before you can use this method you **MUST** know the person's Internet Native Name.
You **cannot** send attachments with this procedure.
MIME is not supported by the E-mail system.

3. QUERY THE CENTRAL INTERNET DIRECTORY TO DETERMINE IF AN INDIVIDUAL IS IN THE CENTRAL INTERNET DIRECTORY

The Central Internet Directory is a repository containing Internet Native Names and user ids of persons who have sent E-mail to individuals on CityMail.

A. How to Query the Central Internet Directory:

The Directory Manager(DIRMGR) will allow you to search the Internet directory by using a special parameter - DIRECT: INTERNET. If you leave this parameter out, the default will be to look up CityMail Names.

To search the INTERNET directory.
enter:
CITYMAIL.CSCVM.DIRMGR in the TO: field
enter:
QUERY in the SUBJECT: field

In the message area enter: DIRECT: INTERNET then enter one or several of the search criteria

name	org:
phone:	userid:
node:	loc:
format	

Appendix D
Software Policy for the New York City Department of Buildings

1. General Statement of Policy. It is the policy of the Department of Buildings to respect all computer software copyrights and to adhere to the terms of all software licenses to which the Department of Buildings is a party. Anthony Santacroce is The Agency's Software Manager, and is charged with the responsibility for enforcing these guidelines.

Department of Buildings users may not duplicate any licensed software or related documentation for use either on Department of Buildings premises or elsewhere unless the Department of Buildings is expressly authorized to do so by agreement with the licenser. Unauthorized duplication of software may subject users and/or the Department of Buildings to both civil and criminal penalties under the United States Copyright Act.

Users may not give licensed software to any outsiders including clients, contractors, customers, and others. Department of Buildings users may use software on local area networks or on multiple machines only in accordance with applicable license agreements.

2. Approval for Purchase of Software. To purchase software, users must obtain the approval of their supervisor or area manager and then follow the procedures described in Section II Paragraph A.

3. Acquisition of Software. All software acquired by the Department of Buildings must be purchased through the MIS department. Software may not be purchased through petty cash, travel or entertainment budgets. Software acquisition channels are restricted to ensure that the Department of Buildings has a complete record of all software that has been purchased for the Department of Buildings computers and can register, support, and upgrade such software accordingly.

4. Registration of Software. When software is delivered, it must first be delivered to the software manager so he can complete registration and inventory requirements. The software manager is responsible for completing the registration card and returning it to the software publisher. Software must be registered in the name of the Department of Buildings. Due to personnel turnover, software will never be registered in the name of the individual user. The software manager maintains a register of all Department of Building's software and will keep a library of software licenses. The register must contain: a) the title and publisher of the software; b) the date and source of software acquisition; c) the location of each installation as well as the serial number of the hardware on which each copy of the software is installed; d) the name of the authorized user; e) the existence and location of back-up copies; f) the software product's serial number.

5. Installation of Software. After the registration requirements above have been met, the software will be installed by the software manager or his designee. Manuals, tutorials, and other user materials will be provided to the user when available. Once installed on the hard drive, the original diskettes will be kept in a safe storage area maintained by the software manager.

6. Home Computers. Department of Building's computers are organization-owned assets and must be kept both software legal and virus free. Only software purchased through the procedures outlined above may be used on Department of Buildings' machines. Users are not permitted to bring software from home and load it onto Department of Buildings' computers. Generally, organization-owned software cannot be taken home

and loaded on a user's home computer if it also resides on a Department of Buildings computer. If a user is to use software at home, the Department of Buildings will purchase a separate package and record it as an organization-owned asset in the software register. However, some software companies provide in their license agreements that home use is permitted under certain circumstances. If a user needs to use software at home, he/she should consult with the software manager to determine if appropriate licenses allow for home use.

7. Shareware. Shareware software is copyrighted software that is distributed freely through bulletin boards and online services. It is the policy of the Department of Buildings to pay shareware authors the fee they specify for use of their products. Registration of shareware products will be handled the same way as for commercial software products.

8. Quarterly Audits. The software manager will conduct a quarterly audit of all Department of Buildings PCs, including portables, to ensure that the Department of Buildings is in compliance with all software licenses. Surprise audits may be conducted as well. Audits will be conducted using an auditing software product. Also, during the quarterly audit, the Department of Buildings will search for computer viruses and eliminate any that are found. The full cooperation of all users is required during audits.

9. Penalties and Reprimands. According to the US Copyright Act, illegal reproduction of software is subject to civil damages of as much as $100,000 per title infringed, and criminal penalties, including fines of as much as $250,000 per title infringed and imprisonment of up to five years. A Department of Buildings user who makes, acquires, or uses unauthorized copies of software will be disciplined as appropriate under the circumstance. The Department of Buildings does not condone the illegal duplication of software.

If you have any additional questions about the above policies, contact Anthony Santacroce (212-312-8364).

Appendix E
Employee Software Usage Guidelines for the Department of Buildings

PURPOSE

All users will use software only in accordance with its license agreement. Unless otherwise provided in the license, any duplication of copyrighted software, except for backup and archival purposes, is a violation of copyright law. In addition to violating copyright law, unauthorized duplication of software is contrary to the Department of Buildings standards of conduct. The following points are to be followed to comply with software license agreements:

1. All software will be used in accordance with its license agreements.

2. Legitimate software will promptly be provided to all users who need it. No Department of Buildings user will make any unauthorized copies of any software under any circumstances. Anyone found copying software other than for backup purposes is subject to disciplinary action.

3. The Department of Buildings will not tolerate the use of any unauthorized copies of software in our organization. Any person illegally reproducing software can be subject to civil and criminal penalties including fines and imprisonment. We do not condone illegal copying of software under any circumstances and anyone who makes, uses, or otherwise acquires unauthorized software will be appropriately disciplined.

4. No user will give software to any outsiders including clients, customers, and others unless approved by MIS.

5. Any user who determines that there may be a misuse of software within the organization will notify the software manager, department manager, or legal counsel.

6. All software used by the organization on organization-owned computers will be purchased through appropriate procedures.

Attachment 1
COMPUTER NETWORK SERVICES REQUEST FORM

COMPUTER NETWORK SERVICES REQUEST FORM

Date: _____/_____/_____

New Network Account Information

Please Print

Name: _____
First   MI   Last

Title: _____ Phone Number: _____

Department: _____ Unit:_____

Location: _____

☐ Permanent Account   ☐ Temporary Account - Termination Date: _____/_____/_____

> NOTE: Use a Temporary Account for anyone who will be at DOB for a fixed time, such as; Consultants, Summer Interns, persons at DOB for a special project from another Agency, etc.

Inter-agency and Internet E-Mail Access? ☐Yes ☐No

Network Directory Access

In addition to the standard Network Directory Access indicate additional directory access for this person and their rights to each directory

Directory: _____ Rights· ☐Write ☐Read ☐Access Control ☐Change ☐Delete

Directory: _____ Rights· ☐Write ☐Read ☐Access Control ☐Change ☐Delete

Directory: _____ Rights· ☐Write ☐Read ☐Access Control ☐Change ☐Delete

Change Network Account Information

* = Mandatory — Current	Change
* Network ID: _____	☐ New Network ID: _____
* Location: _____	☐ New Location: _____
Phone Number: _____	☐ New Phone Number: _____
Department: _____	☐ New Department: _____
Unit: _____	☐ New Unit: _____
Disabled: _____	☐ Enable: _____
Enable: _____	☐ Disable: _____

Delete Network Account Information

Network ID: _____ Effective Date: _____/_____/_____

Notes: _____

Requestor Information

Name: _____ Location: _____ Unit: _____

Requested by: _____ Authorized Signature: _____ Phone #- _____

MIS Use

Comments: _____

Network ID Assigned: _____

Form MIS-2 9/98

Attachment 2
Computer Hardware/Software Request Form

COMPUTER HARDWARE/SOFTWARE REQUEST FORM

Date: _____ / _____ / _____

Computer Equipment

Description of Equipment Requested	Additional Information

☐ Standard PC Computer System (Keyboard, CPU, Monitor)
   Number Needed _____

Description of Equipment Requested

☐ Standard PC Computer System (Keyboard, CPU, Monitor)
  Number Needed _____

☐ Non-Standard PC Computer System
  Number Needed _____

☐ CPU Speed- _____   ☐ Memory- _____ MB
☐ HD Size- _____   ☐ CD Rom
☐ Tape Backup- _____   ☐ Sound Board
          (Size)
☐ Monitor- _____
          (Size)
☐ Other- _____

☐ Other Computer Equipment
☐ Laser Printer-# _____   ☐ Monitor- _____
☐ Color Printer-# _____   ☐ Sound Board
          (Size)
☐ Modem-# _____
☐ Other- _____

Additional Information

Is this replacing existing Equipment?
   ☐ Yes   ☐ No (Complete below)
Is network Line available? ☐ Yes   ☐ No
Install Standard DOB Software? ☐ Yes   ☐ No
For Non-standard software, complete Software Section

Justification (Use other side if needed)

_____
_____
_____
_____
_____
_____
_____

Priority

☐ Normal Processing   ☐ Needed By- _____

Software

☐ Install/purchase the software below in addition to the standard DOB Software for above equipment.
☐ Install/purchase the software below instead of the standard DOB software for above equipment.
☐ This is a software purchase request only.

Install the following software available from DOB

☐ Office 97
☐ WordPerfect Version 6.0
☐ Visio
☐ Visual Basic Version 5.0
☐ Extra Version 6.5
☐ MS Publisher
☐ Other- _____

Purchase the following software (Indicate Name/Version)

☐ Spreadsheet _____
☐ Database _____
☐ Word Processing _____
☐ Programming _____
☐ Main Frame Connectivity _____
☐ Other- _____

Justification (Use other side if needed)
_____
_____

Requestor Information

Name _____ Location: _____ Unit: _____

Requested by _____ Authorized Signature: _____ Phone #- _____

MIS Use

Comments: _____
_____

Review by MIS _____

Form MIS-1 9/98

GLOSSARY OF TERMS
Definition of Terms used in this Document
And general computer and network terms

◆ A ◆

Application Software
Application software lets you accomplish specific tasks. Popular application software includes Microsoft Word, Lotus 1-2-3 etc.

Application Suite
An application suite is a collection of programs sold together in one package.

◆ B ◆

BAUD RATE OR BPS
(bits per second) A unit to measure the speed a modem transmits information, the more bits it can transfer, the faster the modem. Modems are available in speeds of 2400 bps, 9600 bps, 14,400 bps or 28,800 bps. The terms BAUD and BPS are often (incorrectly) interchanged. Technically, BAUD refers to the number of changes in the electrical signal and at high rates, the BAUD RATE and BPS are not the same.

Backup Program
The Backup feature lets you copy important information stored on a computer to floppy disks or tape cartridges. This helps protect the information in case the original files are stolen or damaged due t viruses or computer failure.

Battery
A battery or an electrical outlet can supply the power for a portable computer.

Bus
Bus is the electronic pathway in a computer that carries information between devices.

Byte
One byte is one character. A character can by a number, letter or symbol. One byte consists of eight bits (binary digits). A bit is the smallest unit of information a computer can process.

◆ C ◆

COMMUNICATIONS SOFTWARE
A program that handles the business of computer to computer communications. It allows you to set up your modem, dial out to another computer, write messages and send and receive information. Many times it is packaged within other software (Windows, Works, Word). Also called telecommunication software, modem software, comm software or term software.

Cable
Cables connect computers and equipment to a network. There are four main types of cables-coaxial, Unshielded Twisted Pair (UTP), Shielded Twisted Pair (STP) and fiber optic. Fiber optic cable is the most expensive type of cable, but it can carry information faster and over longer distances.

Cache Memory
Cache memory speeds up the computer by storing data the computer has recently used.

CD-ROM Drive
A CD-ROM drive reads information stored on compact discs (CDs).

Central Processing Unit (CPU)
The CPU is the main chip in a computer. It processes instructions, performs calculations and manages the flow of information through a computer system. The CPU communicates with input, output and storage devices to perform tasks.

Client
A client is a computer that can access information stored on the server.

Connect Devices
Some expansion cards are accessible from the back of a computer. These expansion cards contain ports where you can plug in devices. For example, you can plug speakers into a soundcard to hear the sound generated by the computer.

◆ **D** ◆

DOS
(Disk Operating System) For IBM compatible computers, it is the instructions that allow users to interact with the computer and give it instructions.

DIRECTORY
A grouping of files. DOS uses directories and files to organize the data that is stored. If the data is organized into FILES, then DIRECTORIES would be the file drawer that holds related files.

DISK
A means of storing computer information. It is either built into the computer (hard disk) or removable (floppy disk). "Disk" usually refers to floppy disks, or diskettes. Floppy disks are made of a magnetic-coated plastic enclosed in a protective jacket, come in 3.5 inch and 5.25 inch size, and are inserted in the disk drive on the front of the computer. See: HARD DISK

DOWNLOAD
Copying or retrieving a file from another computer or an on-line service to your computer.

Database
A database program helps you manage large collections of information. Popular database programs include Microsoft Access, and Borland dBASE.

DRAM
Dynamic RAM (DRAM) is a type of memory chip that makes up the main memory in many computer systems. Extended Data Out DRAM (EDO DRAM) is a faster type of memory chip found in most computer systems.

Drive Bay
A drive bay is a space inside the computer case where a hard drive, floppy drive or CD-ROM drive sits.

◆ **E** ◆

E-Mail – (Also called Electronic Mail)
The sending and receiving of messages electronically via the Network Infrastructure. E-Mail can be sent to another staff member of the Department of Buildings, someone in another New York City Agency or to anyone else who has access to the Internet with an E-Mail account. E-Mail saves paper and provides a fast and convenient way to exchange ideas and request information.

Expansion Card
An expansion card lets you add new features to a computer. For example, an expansion card can give a computer the ability to record and play sound.

Expansion Slot
An expansion slot is a socket on the motherboard. An expansion card plugs into an expansion slot.

♦ F ♦

FILE
A collection of data that is saved on a disk for later use. A file might be a letter, a worksheet, or an entire program. Related files are grouped together in directories (file folders in windows).

Fan
A fan inside the power supply prevents the parts inside a computer from overheating.

Fax
With a fax modem, you can create a document on your computer and then fax the document to another computer or fax machine.

Floppy Drive
A floppy drive stores and retrieves information on floppy disks.

Font
A font is a set of characters with a particular design and size. You can use different fonts to make documents more attractive and interesting.

♦ G ♦

GRAPHIC
A computer-generated picture or drawing.

Gigabyte (GB)
One gigabyte is 1,073,741,824 characters. This is approximately equal to one thousand novels.

♦ H ♦

HARD DISK
This is a disk built into your computer to store large amounts of information. Older computers often have hard disks that can hold 20 or 30 million bytes (20 -30 megabytes) of information. Newer computers come with hard disks that can store 100s of megabytes of information. Also called a hard drive or hard disk drive

Hard Drive
A hard drive is the primary device that a computer uses to store information. Also called a hard disk or hard disk drive

Hardware
Hardware is any part of a computer system you can see or touch. Hardware and Software are the two basic parts of a computer system.

Hub
A hub provides a central location where all the cables on a network come together.

♦ I ♦

ICON
A small picture used to represent a file, program or an activity (such as printing, or saving). Icons are visible to people who use Macintosh or Windows-based computers.

IMPORT
To bring information from another program into the program you are using.

ISA Bus

The Industry Standard Architecture (ISA) bus is the slowest and oldest type of bus. This bus is ideal for transferring information to and from a slow device, such as a modem. The ISA bus has a width of 16 bits and a speed of 8 Mhz.

ISDN

Instead of using a modem and a regular phone line, some people use an Integrated Services Digital Network (ISDN) line. ISDN is currently the best choice for a high-speed connection to the Internet. ISDN is often used by people working at home who want fast access to information at the office.

♦ J ♦

♦ K ♦

Kilobyte (K)

One kilobyte is 1,024 characters. This is approximately equal to one page of double-spaced text.

Keyboard

A keyboard is a device that lets you type information and instructions into a computer.

♦ L ♦

Line In

This jack lets you connect a cassette or CD player to play music.

Line Out

This jack lets you connect an amplifier to play sound through your home stereo.

Local Area Network (LAN)

A LAN is a network that connects computers within a small geographic area, such as a building.

♦ M ♦

MEGABYTE

A huge amount of information! Technically, it is a measure of data that is equal to 1,048,576 bytes. A byte is 8 bits, which is information for a single character. One can generalize that a MEGABYTE is roughly equivalent to 500 pages of double-spaced text.

MODEM

(MOdulator/DEModulator) A device which connects your computer to a telephone line and allows you to communicate with other computers.

Macintosh

Apple Computer introduced Macintosh computers, or Macs, in 1984. Macs were the first well-known commercial computers with a mouse, on-screen windows, menus and icons. Macintosh computers are found in many homes and are very popular in the graphics, publishing and multimedia industries. The Macintosh was the first widely used computer that offered a graphical display.

Mainframe

A mainframe is a computer that can process and store large amounts of information and support many users at the same time. The mainframe computer the Department of Buildings uses in located in Brooklyn and managed by DoITT (Department of Information Technology & Telecommunications). The "BIS" system runs on the DoITT Mainframe computer.

Mic In
This jack lets you connect a microphone to record speech and other sounds.

Modem
A modem is a device that lets computes communicate through telephone lines. A modem can be found inside or outside the computer case.

Monitor
A monitor is a device that displays text and images generated by the computer.

Motherboard
A motherboard is the main circuit board of a computer. All electrical components plug into the motherboard.

Mouse
A mouse is a hand-held device that lets you select and move items on the screen.

Mouse Pad
A mouse pad provides a smooth surface for moving a mouse and reduces the amount of dirt that enters the mouse. Hard plastic mouse pads tend to attract less dirt and provide a smoother surface than fabric-covered mouse pads.

MS-DOS
MS-DOS stands for Microsoft Disk Operating System. MS-DOS displays lines of text on the screen. You perform tasks by typing short commands.

Multimedia
Multimedia refers to the combination of text, graphics, sound, animation and video. Multimedia provides a powerful way of communicating information.

◆ N ◆

NETWORK
A group of computers linked together, sharing files. It might be a small network within an office, or a huge network spanning the globe.

NETWORK INFRASTRUCTURE
Refers to all hardware, software, hubs, routers, cabies, etc. on or attached to the Department of Buildings Network. Also includes all hardware, terminals, controllers and cabling necessary for connection to the DoITT Main Frame (sometimes referred to as the "BIS" system)

Network Interface Card
A network interface card lets connected computers share information and equipment.

◆ O ◆

Operating System Software
Operating System software controls the overall activity of a computer. Most new computers come with the Windows 95 operating system software.

Output
An output device lets a computer communicate with you. These devices display information on a screen, create printed copies or generate sound. A monitor, printer and speakers are output devices.

PC - (Personal Computer)
Another name for an IBM-compatible computer. Home computers manufactured now fit into one of two categories: an IBM-compatible (a " PC"), or a MacIntosh computer (a "Mac").

PARAMETER SETTINGS
A group of settings that control how the modem will work. See your communications software manual or your modem manual for details.

PROGRAM
A series of instructions for the computer. Also called software. Programs have been written to play chess, write documents, and send a man to the moon.

Parallel Port
A parallel port has 25 holes. A parallel port connects a printer or tape drive. A computer internally labels each parallel port with the letters LPT. The first parallel port is named LPT1, the second parallel port is named LPT2, and so on.

PCI Bus
The Peripheral Component Interconnect (PCI) bus is the most sophisticated type of bus. This bus can handle many high-speed devices. The PCI bus can have a width of 32 or 64 bits and speed of up to 66 Mhz. The PCI bus supports Plug and Play, which lets you add new devices to a computer without complex installation procedures.

PCMCIA Card
A PCMCIA Card adds a new capability, such as sound or additional memory, to a portable computer.

Peripheral
A peripheral is any piece of hardware attached to a computer, such as a printer, a keyboard, a mouse etc....

Platform
A platform refers to the type of operating system used by a computer, such as MS-DOS or Windows. Programs used on one platform will not usually work on another platform. For example, you cannot use Word for Windows on a computer running only MS-DOS.

Plug and Play
This technology lets you add new features to a computer without complex and time-consuming installation procedures.

Port
A port is a connector at the back of a computer where you plug in an external device such as a printer or modem. This allows instructions and data to flow between the computer and the device.

Portable
A portable is a small, lightweight computer that you can easily transport. A portable has a built-in keyboard and screen. It can also called a Laptop.

Power Supply
A power supply changes the alternating current (AC) that comes from an outlet to the direct current (DC) that a computer can use. The capacity of a power supply is measured in watts. An average computer uses up to 200-300 watts, whereas an average light bulb uses 60 watts.

Printer
A printer is a device that produces a paper copy of documents you create on the computer.

Printer Resolution
The resolution of a printer determines the quality of the images it can produce. A higher resolution results in sharper, more detailed images. Printer resolution is measured in dots per inch (dpi). Generally a resolution of 300dpi is acceptable for most office documents, although 600dpi printers are becoming the standard.

Printer Speed

The speed of a printer determines how quickly it can print the pages you selected. Speed is measured in characters per second (cps) or pages per minute (ppm). A higher speed results in faster output. A complicated page, such as a page that contains graphics, takes longer to print than a page that contains only text.

♦ Q ♦

♦ R ♦

Random Access Memory (RAM)
RAM temporarily stores information inside a computer. This information is lost when you turn off the computer.

Read-Only Memory (ROM)
Unlike RAM, read-only Memory (ROM) is permanent and cannot be changed. ROM stores instructions that help prepare the computer for use each time you turn on the computer.

Removable Hard Drive
A removable hard drive lets you easily back up information on your hard drive or move large amounts of information from one computer to another.

♦ S ♦

SOFTWARE
Also called programs. There has been software developed for everything imaginable: from writing and typing, children's games, and engineering drawings, to space exploration.

Scanner
A scanner is a device that reads graphics and text into a computer.

Serial Port
A serial port has either 9 or 25 pins. A serial port connects a mouse or modem. A computer internally labels each serial port with the letters COM. The first serial port is named COM1, the second serial port is named COM2, and so on.

Server
The server is the central computer that stores the files of every person on the network.

Shortcut
A shortcut provides a quick way to open a document or program you use regularly.

SIMM
Single In-line Memory Modules.

Software
Software is a set of electronic instructions that tell a computer what to do. You cannot see or touch software, but you can see and touch the packaging the software comes in.

Sound
A sound card lets a computer play and record high-quality sound.

Speaker
You need speakers to hear the sound generated by a sound card. Buy speakers with a built-in amplifier between 10 and 30 watts. This will strengthen the sound signal and improve the performance.

Speaker Out
This jack lets you connect speakers or headphones to hear sound generated by a sound card.

Spreadsheet
A spreadsheet program helps you manage personal and business finances. Popular spreadsheet programs include Lotus 1-2-3.

Storage
A storage device holds information. The computer uses information stored on these devices to perform tasks. A hard drive, tape drive, floppy disk, and CD-ROM drive are storage devices.

Surge Protector
A surge protector, or surge suppressor, guards a computer against surges. A surge is a fluctuation in power. These fluctuations happen most often during storms.

◆ T ◆

TELECOMMUNICATION
Using computers linked to telephone lines for communication and to share information.

TERMINAL EMULATION
A technique that lets your computer simulate another so that the two can communicate. Some large computer systems will only interact with a specific type of terminal.

Tape Drive
A tape drive is a device that copies files from a computer onto tape cartridges.

Touchpad
A touchpad is a surface that is sensitive to pressure and motion. When you move your fingertip across the pad, the pointer on the screen moves in the same direction.

Tower Case
A tower case usually sits on the floor. This provides more desk space, but can be less convenient for inserting and removing floppy disks and CD-ROM discs.

Trackball
A trackball is an upside-down mouse that remains stationary on your desk. You roll the ball with your fingers or palm to move the pointer on the screen. A trackball is a great alternative to a mouse when you have limited desk space.

◆ U ◆

UPLOAD
To copy files from your computer to another computer.

UPS
An Un-interruptible Power Supply (UPS) protects a computer from a loss of power. A UPS contains a battery that stores electrical power. If the power fails, the battery can run the computer for a short time so you can save your information.

USB
Universal Serial Bus (USB) is a new type of port that provides a way to connect multiple devices using only one port. For example you can connect a printer, modem, joystick and scanner to a single USB port.

◆ V ◆

Video
A video card generates the images displayed on the monitor.

Videoconferencing
Videoconferencing lets you have face-to-face conversations with other people on a network, whether they are around the corner or on the other side of the country. Using videoconferencing software and equipment, you can see and hear the people you are communicating with.

Virtual Memory

If you have limited memory or you have many programs open, your computer may need to use part of the hard drive to simulate more memory. This simulated memory is called virtual memory and allows the computer to continue operating, but at a much slower speed.

VL-Bus
The VESA Local Bus (VL-Bus) transfers information much faster than the ISA bus. This bus is primarily used to send data to a monitor. The VL-Bus has width of 32 bits and speeds of up to 40 Mhz.

♦ W ♦

WINDOWS
(Microsoft Windows) Picture-based software which uses pull-down menus, dialog boxes and mouse-oriented operation (similar to the Macintosh) to work with DOS. It is designed to make IBM-PC's more "user friendly".

Wide Area Network (WAN)
A WAN is a network that connects computers across a large geographic area, such as a city or country. A WAN can transmit information by telephone line, microwave or satellite.

Windows
Windows displays a graphical screen. You use a mouse to perform tasks. Windows is a Graphical User Interface (GUI, pronounced "gooey"). A GUI allows you to use pictures instead of text commands to perform tasks. This makes Windows easier to use than MS-DOS.

Word Processor
A word processor helps you create professional-looking documents quickly and efficiently. Popular word processing programs include Microsoft Word, Corel WordPerfect, and Lotus Word Pro . . . .

♦ X ♦

♦ Y ♦

♦ Z ♦