

Southeast Texas Area 67 General Information Technology Guidelines

1. General Guidelines

This section describes the management of SETA owned hardware and software resources and provides guidance with respect to purchasing, maintenance, support, digital storage, retirement, and similar such activities.

Responsibility for SETA hardware & software falls under the purview of the SETA IT Committee.

a. Purchasing

This section describes the SETA procedures that entail the request and purchase of IT resources for use by SETA committees and trusted servants.

- i. The area has a duty to provide a computer and printer for the use of the Group Records Chairperson and the Recording Secretary.
- ii. Such equipment should be available at the quarterly assemblies.
- iii. Equipment should be the most current available and obtainable at the best price.
- iv. SETA should purchase name brand computers when needed in order to facilitate repairs by people with the necessary parts on hand.
- v. Purchase of industry standard hardware should be sufficient, keeping in mind that technology will continue to advance and newly purchased equipment should serve us for several years.
- vi. Purchases and upgrades to software owned by SETA should be decided on a case-by-case basis with prior approval of SETA.
- vii. Mainstream software, i.e. Quicken, Microsoft, Adobe, etc should be purchased for use with SETA equipment. This will eliminate security risks that might otherwise occur with public domain software.
- viii. SETA should purchase internet security software for all of the SETA owned computers. Should connection to the internet be utilized it is not burdensome to assume that the user will provide his/her own internet access.

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- ix. The sophistication of the software should match the service position of the user, keeping in mind advancements in technology.
- x. Service contracts should be purchased.
- xi. Theft insurance.
- xii. Extended warranties from the manufacturer with an accidental damage rider should be purchased when new hardware is acquired.

The IT Committee should give consideration to the place of purchase of equipment and maintenance contracts, so that repairs are readily available to any equipment user within SETA.

xiii. Standard Account

1. The following SETA information should be used for all registration/activation for all software and hardware:

Southeast Texas Area Assembly
P.O. Box 130433
Houston, TX 77219-0433

it@aa-seta.org

xiv. Process

1. Purchase requests should be constructed by the IT committee
2. Purchases and upgrades to hardware owned by SETA should be decided on a case-by-case basis with the prior approval of SETA, keeping in mind and expected lifespan of 5-7 years.
3. Final decision for purchase of any new equipment is the responsibility of the SETA assembly.

'Area Guidelines and Procedures for Disbursement of SETA Funds' should be utilized as it may relate to any IT-funding requests. Requestors should contact the IT committee for guidance. The requestor will then present a formal request to the Area Chairperson who will advise further action.

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xv. Deliveries

1. Hardware and software purchased by SETA should be delivered to the SETA PO Box or address as determined by the IT committee. When picked up, assets should first be delivered to the SETA IT Committee so that they may be added to the inventory.

xvi. Labeling

1. All SETA owned equipment should be labeled with an Asset Tag as administered by the IT Committee.

b. Maintenance & Responsibilities

This section describes practices and guidelines that should be adhered to by those who are custodians of SETA IT assets.

i. Firewall, anti-virus, & anti-malware utilities

1. All SETA owned IT equipment should have appropriate software installed to ensure system security and integrity. This is to include firewall, anti-virus, and anti-malware utilities.
2. Users are responsible for ensuring that their anti-virus software is up-to-date.
3. The SETA IT Committee is responsible for running a comprehensive virus scan on all systems at each quarterly assembly.

ii. Updates

1. All SETA owned IT equipment should be configured so that software updates run automatically when possible.
2. Users are responsible for running software updates.
3. The SETA IT Committee is responsible for ensuring that all systems have had their updates run at each quarterly assembly.

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iii. Backup

1. Custodians of SETA IT assets are responsible for ensuring that all user files are backed up to a secondary device.
2. The SETA IT Committee is responsible for performing comprehensive system backups of each SETA owned system at each quarterly assembly. System backups should be to a secondary device that is normally be stored by the SETA Archives Committee.

iv. Passwords

1. Wise password management

SETA passwords should be protected as you would your own passwords. In general, it is best to commit your passwords to memory and to avoid writing them down. Additionally, it is considered a more secure practice to periodically change your password.

2. Password protected screen savers

SETA owned computers should be configured with a password protected screen saver.

3. Strong passwords

It is recommended that passwords consist of at least eight characters containing 1) an upper-case letter, 2) a lower-case letter, 3) a number, and 4) a symbol.

4. Reset passwords upon rotation or as needed

When officers rotate out or when equipment is otherwise “handed off” to other trusted servants, passwords should be reset to ensure our anonymity, confidentiality, security, and data integrity.

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v. Storage, Handling, and Care

1. Power supply

Whenever possible, use a surge-protection device to protect equipment.

2. Equipment should be shut down in the appropriate manner.

3. Physical storage

SETA owned equipment should be stored in a controlled environment free from extreme temperature, humidity, moisture, direct sunlight, and dust.

4. Original licenses and related media should be stored in the Archives provided climate-controlled storage area and retrieved when necessary.

5. Theft

It is suggested that, when traveling with SETA owned equipment, you carry such equipment on your person. Leaving equipment in your car can be an invitation for a break-in, particularly when left in plain sight. If you must leave equipment in your vehicle, please hide it or lock it in your trunk.

vi. Digital storage

1. Service to the area should be performed and data stored on SETA owned or personally owned computer. Use of employer owned equipment may be a violation of company policy and anonymity.

2. **All data relating to Area business** should be transferred to your successor. This will ensure all past data will be available and nothing will be lost.

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vii. Hardware & Software Installations

1. When possible, hardware and/or software installations and upgrades should be conducted by the SETA IT Committee.

viii. Technical Support

1. SETA IT will provide technical support or a third-party vendor may be utilized when necessary.

ix. Miscellaneous Parts and Software

1. When a committee or user deems that they no longer require the use of a particular piece of equipment or software, such items should be returned to the SETA IT Committee for storage or re-purposing.
2. Miscellaneous parts, equipment, & software will be stored by the SETA Archives Committee.

x. Inventory and Accounting

1. SETA IT Committee is responsible for maintaining a complete and current asset inventory.
2. The information technology assets are defined as licenses, maintenance agreements, hardware, software, documentation storage devices for all SETA owned computers and other electronics.
3. An annual Inventory of SETA owned parts, equipment, & software will be conducted. Items deemed obsolete will be disposed of per the procedures outlined in the section on "Retirement & Dormant Equipment."

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xi. Licensing

1. All software used for service to the area should be duly licensed and otherwise legitimate.

xii. Approved Software

1. Only SETA owned software should be executed on SETA owned hardware.

xiii. Approved Usage

1. SETA owned hardware and software resources, including the SETA Email system and SETA Website, should only be used to conduct SETA activities.
2. In order to preserve and secure SETA's data, SETA equipment should be used when supplied, rather than personal equipment.

xiv. Job Descriptions

1. All SETA positions that depend upon SETA owned IT assets should state a summary of the requirements and responsibilities for such resources in their job descriptions.
2. Job descriptions of committee chairs should be revised to include a responsibility to be familiar with and comply with the new Information Technology Guidelines.

xv. Position Vacancy Procedures

1. When a chairperson/committee member vacates his/her position, all SETA owned IT resources should be handed over to the alternate. In the event that an alternate is not available, such resources should be handed over to the IT committee.
2. Transfer of SETA equipment to the new user should take place as soon as practicable after elections and completion of assigned tasks.

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xvi. Training

1. The SETA IT Committee should conduct periodic “Training Events” at area assemblies on an annual basis, to introduce trusted servants to the guidelines and best practices regarding SETA IT resources.

c. **Retirement and Dormant Equipment**

This section describes the procedure executed when an IT asset is deemed no longer viable.

- i. Nonviable Assets are handed over to the IT Committee.
- ii. Storage media such as tapes, floppy disks, thumb drives, external hard drives, and optical media are erased, reformatted, or destroyed to prevent the unintended breach of anonymity or leakage of other confidential information.
- iii. All equipment is disposed of in an appropriate manner. Whenever possible assets will be recycled.

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2. References

The following documents were reviewed and considered during the drafting of the above guidelines. The content of these documents is available on the IT Committee page of the SETA Website at aa-seta.org/itpolicy

- a. (A) July 12, 1997 – Memo from Area Secretary and Records Committee to Finance Committee Chairman
- b. (B) January 6, 1998 – Memo from ad hoc Committee on Computers to SETA Chair regarding results of committee meeting
- c. (C) April 1, 2008 – ad hoc Committee on IT Guidelines
- d. (D) April 12, 2008 – IT Workshop
- e. (E) July 2008 – SETA IT Chair Job Description
- f. (F) October 2, 2010 – ad hoc ET committee workshop – General IT Guidelines
- g. (G) October 2, 2010 – ad hoc ET committee workshop – Guidelines for Website Submittal
- h. (H) June 2008 – GSO AA Guidelines (MG-18)
- i. (I) SETA Website Guidelines (posted on aa-seta.org)