



CITY OF MADISON, WISCONSIN

Workstation Device Policy

Overview

Effective: 08/01/2022

Objective: Establish a standard workstation device policy for all City of Madison employees.

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Purpose

The City of Madison Information Technology (IT) Department has identified a significant opportunity to reduce the cost and complexity of the City's IT equipment inventory while continuing to invest in adaptable, secure, and cost-effective technology for the City.

- IT identified a major opportunity for cost avoidance by managing the number and type of IT devices issued to individual employees. For purposes of this policy, IT devices are defined as either purchased via the IT appropriation and/or attached to the Department's network.
- Many City employees have been issued multiple computing devices in the past. This type of arrangement is no longer sustainable given the substantial combined direct and indirect costs of acquiring and maintaining multiple devices for individuals.

Policy

This policy limits City employees to no more than one IT computing device.

- This policy will be in effect for the issuing of new or refresh equipment. When issuing new or refresh IT equipment, the issuing department must take into consideration that users can have one laptop or desktop but not both.
- Exemptions to the policy will be considered on a case-by-case basis using the exemption process.

If required for the position, a City of Madison employee shall be in possession of more than one (1) electronic workstation device provided by IT that will only be used by that specific employee. This does not include devices shared among multiple employees in an agency.

In the event of employee turnover, agencies must use the "IT New Hire, Transfer, Terminate form" to reassign the workstation device. Agencies have the option of transferring the device(s) back to IT or retaining the device(s) for another employee in their agency. Under no circumstances should a workstation device be transferred between employees without the knowledge of IT.

For non-enterprise agencies, IT will cover the cost of replacing primary workstation devices. Enterprise agencies are responsible for replacing primary workstation devices. All agencies must work with IT to replace any defective hardware that is under warranty coverage. Agencies

are responsible for repairing or replacement costs due to accidental damage (e.g., cracked screen).

Any out-of-warranty workstation devices may not be supported by Information Technology (IT) at the discretion of the IT Help Desk. The IT Help Desk will not support any hardware failure(s) for out-of-warranty workstation devices. Secondary workstation devices will still be supported for security patches and OS/software updates.

Requests for secondary workstation devices shall be submitted in writing to the IT Help Desk by the department/division head. All requests must include the business need for the secondary workstation device. The IT Director (or designee) shall decide whether to approve the requested secondary workstation device. Agencies are required to pay for secondary devices and any necessary peripherals. Secondary workstation devices must be procured through IT.

The replacement of any secondary workstation device or component not covered by an existing warranty is the fiscal responsibility of the agency and will not be the fiscal responsibility of IT.