

CHAPTER 17
INFORMATION TECHNOLOGY GOODS AND SERVICES ACQUISITION
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CHAPTER 17

INFORMATION TECHNOLOGY GOODS AND SERVICES ACQUISITION

1. LEGAL REFERENCES AND AUTHORITY TO OBTAIN INFORMATION TECHNOLOGY GOODS AND SERVICES.

- a. State Administrative Manual (SAM), Sections 4500, 4800, 4989, 5200, and 6700 through 6780.
- b. Statewide Information Management Manual (SIMM).
- c. Section 10365.5 of the Government Code.
- d. Sections 10308, 10331–10333, 10478, and 12101–12102 of the Public Contract Code (PCC).
- e. State Contracting Manual (SCM).

2. PURPOSE. This chapter provides departmental personnel with instructions for purchasing information technology (IT) goods and services. Any procurement meeting the criteria defined in SCM, Volume 2, Section 1000, Defining an IT Procurement, and SAM 4819.2, must be classified as IT. In addition, this chapter outlines the policy and procedures for the approval, budget, procurement, shipment, receipt, configuration, repair, and disposition of all departmentally owned computers and IT devices, equipment, and software.

3. AUTHORITY. The Information Management Division (IMD) serves as the Office of Primary Interest (OPI) for all IT procurement. Regardless of funding source or method of purchase (e.g., Procurement Card [P-Card], purchase requisition, X Number, contract), IT acquisitions shall have IMD approval prior to execution. Refer to Highway Patrol Manual (HPM) 11.2, Materials Management Manual, Chapter 7, Purchases; and HPM 11.1, Administrative Procedures Manual, Chapter 22, Service Agreements/Letters of Agreement, for more information regarding departmental purchasing authority.

- a. Delegated Purchasing Authority. The Purchasing Authority Letter defines the Department's purchasing authority for each procurement method, as approved by the Department of General Services (DGS). The current departmental Purchasing Authority Approval Letter can be obtained by contacting the Business Services Section (BSS) or the DGS Purchasing Authority Unit at PAMS@dgs.ca.gov.

b. Project Cost Delegation. Authority for approval of IT projects is assigned to the California Department of Technology (CDT). The state's Chief Information Officer has assigned the Department an IT Project Cost Delegation (PCD), above which the Department must obtain project approval from the California Transportation Agency and, depending on the cost or complexity, CDT, before the Department is authorized to begin project planning. The IT PCD includes all estimated or projected costs associated with the planning and implementation of IT projects, including, but not limited to, alternatives analysis, system design, development, independent verification and validation services, training, data migration, and implementation. Estimated costs related to continued maintenance and operations are excluded from project costs. For more information regarding the IT PCD and CDT's Project Approval Lifecycle process, refer to HPM 40.4, Information Security and Administration Manual, Chapter 14, Information Technology Project Management and Oversight.

4. POLICY. It is the policy of the Department to utilize the authority granted by DGS to purchase IT goods and services that enhance the ability of the Department to maintain operational needs, ensure public health and safety, and administer the Department's programs. In accordance with HPM 11.1, Chapter 1, Budget Preparation and Administration, and HPM 11.2, Chapter 7, OPIs must submit the appropriate request, with justification, for approval consideration for purchases that meet the criteria.

5. RESPONSIBILITY. The ability to procure IT goods and services under a delegated purchase authority is a privilege. The award of purchase orders will be based upon statutes, policies, procedures, business needs, feasibility, and cost effectiveness in the best interest of the state.

a. Information Technology Goods.

(1) Requestor.

(a) Determines the business need and functional requirements for IT goods.

(b) Requests exemption approval for the procurement of nonstandard IT equipment, as described in paragraph 11.

(c) Budgets for and initiates procurement of any IT equipment not included in the IT Infrastructure Replacement Program. Requesting commands must budget for the following:

1 Any computing device Divisions may require in addition to what IMD provides. When a Division-purchased computing device requires

replacement, the device will be targeted for replacement as part of the IT Infrastructure Replacement Program.

2 Any network printer or communications center printer Divisions may require in addition to what IMD provides. Network printers or communications center printers purchased by Divisions will not be targeted for replacement as part of the IT Infrastructure Replacement Program. Therefore, it is the responsibility of the Division to budget for the replacement of Division-purchased network printers or communications center printers.

3 Any nonstandard administrative laptop Divisions may require. Nonstandard administrative laptops purchased by the Division will not be targeted for replacement as part of the IT Infrastructure Replacement Program. Therefore, it is the responsibility of the Division to budget for the replacement of Division-purchased nonstandard administrative laptops.

4 Any other IT equipment Divisions require, such as additional printers, cameras, flash drives, adaptor cables, tablets, and all nonstandard IT equipment.

(d) Budgets for all nonstandard software. Commands may have a justifiable need that cannot be met by software already owned by the Department. Commands must obtain IMD approval of new software prior to procurement, in accordance with HPM 40.4, Chapter 10, Software.

(e) Develops the Statement of Work (SOW), if required.

(f) Solicits budgetary quotes from vendors.

(g) Submits the purchase requisition, including all required documentation.

(h) Approves payment of invoices for minor (nontagged) IT equipment delivered directly to the requesting OPI, in accordance with HPM 11.1, Chapter 24, Payment of Invoices.

(2) Information Management Division.

(a) Information Management Division, as the OPI, has approval authority for all IT purchases.

(b) Reviews purchase requisitions submitted through the California Financial Information System (FI\$Cal) for compliance with IT policies and standards.

(3) Information Technology Section and Technology Infrastructure Section. The Information Technology Section (ITS) and Technology Infrastructure Section (TIS) ensure the success of the Department's IT acquisition process by providing strategic acquisition guidance.

(a) The IT Governance Board (ITGB) reviews and approves new technologies and software, and purchases that could affect the security of the network, prior to procurement.

(b) Provides guidance to requesting commands in determining technical specifications and which IT products to procure.

(c) Budgets for and procures software licenses and maintenance for the Department's standard software and operating systems.

(d) Budgets for and procures replacement multifunction printers (MFP) and maintenance for all commands. For more information regarding the replacement of MFPs, refer to Chapter 14, Multifunction Printer Program, of this manual.

(e) Budgets for and procures all IT equipment included in the IT Infrastructure Replacement Program.

(f) Assists BSS in determining whether a procurement should be classified as IT.

(g) Determines whether the effort meets CDT's criteria for an IT project and, if so, guides and assists the OPI in completing the required project approval documentation and facilitates the approval process. For more information, refer to HPM 40.4, Chapter 14.

(h) Receives delivery of sensitive and major (tagged) IT equipment.

(i) Receives electronic delivery of and packages new software and software updates for installation via Microsoft Software Center.

(j) Approves payment of invoices for sensitive and major IT equipment.

(4) Information Security Officer. The Information Security Officer (ISO) ensures purchases do not violate departmental or state security policies, or expose the Department to an unacceptable level of risk. The ISO serves as a member of the ITGB.

(5) Office of the Commissioner, Agency Secretary, and Agency Information Officer. Reviews and approves purchases as required per SCM, SAM, and Chapter 7 of this manual.

(6) Purchasing Services Unit.

(a) Processes all IT purchase requisitions submitted through FI\$Cal, to include conducting the solicitation in compliance with departmental and state policies, reviewing bids, routing the purchase order (PO) for departmental approval, and issuing the PO to the awarded supplier.

(b) Ensures IMD has approved all purchase requisitions for IT goods prior to initiating solicitations.

(c) Ensures IMD reapproves IT goods procurements prior to execution in the event any issues arise or changes occur during the procurement process (e.g., Generative Artificial Intelligence [GenAI] disclosure, product changes).

(d) Ensures required GenAI language is included in the solicitation.

b. Information Technology Services.

(1) Requestor. The requesting OPI is also considered the contract manager. Responsibilities include, but are not limited to, the following:

(e) Secures contract funding.

(b) Obtains IMD approval for purchase requisitions, as described in paragraph 9.b.

(c) Completes the appropriate agreement and/or contract request form (CHP 78, Agreement Request; CHP 78A, Agreement Amendment Request; or CHP 78R, Reimbursable Services Contract Request).

(d) Ensures the proper coding and costs are provided on the request.

(e) Routes appropriate forms for required signature approval, to include IMD.

(f) Develops a SOW, using SIMM, Section 180, Statement of Work (SOW) Guidelines, as a guide. Works collaboratively with ITS and the BSS, Contract Services Unit (CSU), to develop the final product.

(g) Reviews the draft agreement for provisions, scope of work, technical requirements, completion dates, benchmarks, timelines, estimated quantities, and dollar amounts.

(h) Assesses processing time frames for requests and submits requests in accordance with HPM 11.1, Chapter 22.

(i) Ensures the contract is closely monitored. The contract manager will monitor the agreement to ensure compliance with all agreement provisions. Additional monitoring responsibilities are described in HPM 11.1, Chapter 22.

(2) Information Technology Section and Technology Infrastructure Section.

(a) Determines whether the effort meets CDT's criteria for IT projects and, if so, guides and assists the OPI in completing the required project approval documentation and facilitates the approval process. For more information, refer to HPM 40.4, Chapter 14.

(b) Assists the OPI in developing the technical requirements, SOW, and any other document that requires input from ITS, TIS, and the ISO.

6. DEFINITIONS. State Administrative Manual, Section 4819.2, defines IT as "all computerized and auxiliary automated information handling, including systems design and analysis, conversion of data, computer programming, information storage and retrieval, voice, video, data communications, microwave, light wave, routers, network equipment, requisite systems controls, and simulation." Many of the following definitions and standards have been defined by CDT and implemented to provide consistency in the application of IT policy. Refer to SAM 4819.2, for additional IT terms as defined by CDT.

a. Administrative Laptop Workstation Configuration. A portable computer primarily used to support routine operational needs includes a laptop, docking station, carrying case, wired keyboard, mouse, and one monitor. This configuration may be utilized as an alternative to the standard workstation configuration. Though designed to connect to the CHP network, it can be used as a standalone device. Software installed on the laptop is deployed via the CHP image and/or Microsoft System Center Software Center.

NOTE: Refer to the Department's Computer Purchasing Specifications on the CHP Intranet site:

<https://chp2go.sharepoint.com/sites/Starpoint/Resources/SitePages/Computer-Purchasing.aspx>.

- b. Assistive Technology. Any item, piece of equipment, software, or system designed to increase, maintain, or improve the functional capabilities of individuals with disabilities.
- c. Cloud Computing. A model for enabling universal, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.
- d. Commercial Off-the-Shelf. A computer hardware or software product ready-made for specific uses and available for sale to the general public. Commercial off-the-shelf (COTS) products are designed to be installed without requiring custom development. For example, Microsoft Office is a COTS product that is a packaged software solution for businesses and individuals. The set of rules for COTS is defined by the Federal Acquisition Regulation.
- e. Critical Application. An application so vital to operations the loss or unavailability of it is unacceptable. Even short-term unavailability of the information the application provides would have a significant impact on the health and safety of the public or state employees, including the fiscal or legal integrity of state operations or the continuation of essential Agency/state entity programs.
- f. Electronic and Information Technology. Includes IT and any equipment, interconnected system, or subsystem of equipment used in the creation, conversion, or duplication of data or information. Includes, but is not limited to, telecommunications products (e.g., telephones, cell phones, smartphones, radio receivers), information kiosks and transaction machines, websites, multimedia, and office equipment (e.g., copiers, fax machines).
- g. Generative Artificial Intelligence. The class of AI models that emulate the structure and characteristics of input data to generate derived synthetic content. This can include images, videos, audio, text, and other digital content. For policy related to the procurement of GenAI, refer to HPM 40.4, Chapter 18, Acceptable Use Policy.
- h. Infrastructure as a Service. A cloud computing service that delivers storage, networks, servers, and other fundamental computing resources with or on which consumers can deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications, and possibly limited control of select networking components (e.g., host firewalls).

i. Mobile Digital Computer. A mobile digital computer (MDC) is primarily used for writing enforcement reports via a docking station affixed in a patrol vehicle. This computer electronically accesses critical enforcement data and communicates with the Computer Aided Dispatch system.

j. Multifunction Printer. A network device that provides multiple functionalities including scan, fax, copy, and print. The secure print and secure mailbox functions can be used to print and store documents containing confidential or sensitive information. The standard MFP allocation is one for small commands and two or more for larger commands.

NOTE: Refer to the Department's Computer Purchasing Specifications on the CHP Intranet site:

<https://chp2go.sharepoint.com/sites/Starpoint/Resources/SitePages/Computer-Purchasing.aspx>.

k. Network Printer. A printer that is connected to the CHP network. The standard ratio for employee-to-printer allocation is 10:1 for black and white printers. The standard ratio for color printer allocation is one for small commands and two for larger commands. Standalone printers are not allowed.

NOTE: Refer to the Department's Computer Purchasing Specifications on the CHP Intranet site:

<https://chp2go.sharepoint.com/sites/Starpoint/Resources/SitePages/Computer-Purchasing.aspx>.

l. Platform as a Service. A cloud computing service that delivers a complete development environment, allowing consumers to deploy onto the cloud infrastructure consumer-created or acquired applications created using programming languages and tools supported by the provider. The consumer does not manage or control the underlying cloud infrastructure, including network, servers, operating systems, or storage, but has control over the deployed applications and possibly application hosting environment configurations.

m. Plotter. A large-scale device for printing graphs and pictures. Plotters must be networked and justified as a critical business need or requirement using the nonstandard IT equipment exemption process, as described in paragraph 11.

n. Scanner. An electronic device that generates a digital representation of an image for data input to a computer. Personal side scanners are not allowed unless approved as a reasonable accommodation or justified as a business requirement. The scan feature is available on all MFPs. Exemptions for scanners shall be requested through the nonstandard IT equipment exemption process, as described in paragraph 11.

o. Software as a Service. A cloud computing service that allows the consumer to use the provider's applications running on a cloud infrastructure. The applications are accessible from various consumer devices through a thin client interface such as a web browser (e.g., web-based e-mail). The consumer does not manage or control the underlying cloud infrastructure, including network, servers, operating systems, storage, or individual application capabilities, with the possible exception of limited user-specific application configuration settings.

p. Telecommunications. For the purposes of procurement, telecommunications are considered IT, as they include voice and data communications, and the transmission or reception of signals, writing, sounds, or intelligence of any nature via wire radio, light beam, or any other electromagnetic means.

q. Workstation Configuration—Standard. A standard workstation configuration consists of a central processing unit, wired keyboard, mouse, and one monitor. It is primarily used to support routine operational needs. Software installed on the central processing unit is deployed via the CHP image and/or Microsoft System Center Software Center.

r. Workstation Configuration—Nonstandard. A nonstandard workstation is typically used to support programs and applications that surpass the computing capabilities of the standard workstation. Software installed on the workstation computing device is deployed via the CHP image and/or Microsoft System Center Software Center. A nonstandard IT equipment exemption is required for this type of configuration and shall be requested through the nonstandard IT equipment exemption process, as described in paragraph 11.

7. INFORMATION TECHNOLOGY INFRASTRUCTURE REPLACEMENT PROGRAM.

Information Management Division is responsible for the IT Infrastructure Replacement Program, subject to funding availability. During the annual budget process, the statewide equipment inventory is reviewed, and the oldest devices will be targeted for replacement. The following equipment is included in the program: standard computing devices, network printers and MFPs, MDCs, and standard tablets.

8. TRIAL/PROOF OF CONCEPT.

a. A trial or proof of concept (POC) may be needed to assess the feasibility of a proposed IT solution. If the OPI or IMD determines a trial/POC is necessary, the requesting command must submit a CHP 77A, Loan Agreement, to BSS for approval and execution, in accordance with Chapter 21, Loan Agreement Program, of this manual. Under no circumstance may a trial/POC of new IT product(s) begin prior to IMD approval and execution of the CHP 77A.

- b. Prior to beginning the trial/POC, the requesting command and IMD will collaboratively document “SMART” (specific, measurable, achievable, relevant, and time-bound) objectives by which to measure trial or POC success.
- c. For additional policy and procedures regarding software trial/POC, refer to HPM 40.4, Chapter 10, Software.

9. PROCUREMENT APPROVAL. All IT goods and service procurements with an IT component require IMD approval prior to purchase, regardless of the funding source and even if the procurement as a whole is classified as non-IT.

a. If both goods and services are included in the purchase and the requestor is unsure whether the acquisition will be processed as goods (purchase requisition) or services (contract), a ServiceNow ticket should be submitted and IMD will evaluate the request and advise of the appropriate submission process.

b. Purchase Requisition. To request procurement of IT goods, a purchase requisition must be submitted through FI\$Cal, in accordance with paragraph 10. and Chapter 7 of this manual. To obtain IMD approval for a purchase requisition, the designated IMD approvers must be added as ad hoc approvers after submitting the purchase requisition through FI\$Cal. If purchasing nonstandard IT equipment, an exemption must first be approved via the nonstandard IT equipment exemption process, as described in paragraph 11.

c. Contract. All contracts and contract amendments with an IT component, whether for equipment, software, or services, must be reviewed and approved by IMD. When the need for a contract with an IT component is identified, commands shall notify IMD. The IMD will assist with developing the specifications and SOW. Commanders shall submit their requests via e-mail to ITS_Admin@chp.ca.gov a minimum of 45 calendar days prior to submission of the CHP 78 to CSU and include a description of the business need and the mission critical justification. If the contract includes new software, the command must submit a request for new software in accordance with HPM 40.4, Chapter 10. Upon IMD’s approval, commands may submit a CHP 78 or CHP 78A to BSS, CSU, in accordance with HPM 11.1, Chapter 22. The CSU contract analyst will assist with solicitation, evaluation, and award of the contract. The CSU contract analyst shall submit final versions of contracts to ITS_Admin@chp.ca.gov for IMD review and approval prior to releasing the solicitation.

d. Procurement Card. The Procurement Card (P-Card) may be used to purchase IT goods necessary for the daily operation of the command when the requisition process is not feasible. All P-Card purchases must be made in accordance with Chapter 3, Procurement Card Program, of this manual. All P-Card purchases of IT

goods shall be approved by IMD prior to purchase. To obtain IMD approval, send the following information to ProcureIT@chp.ca.gov:

- (1) Make and model of item(s).
- (2) Quotes.
- (3) Mission critical and/or emergency justification.
- (4) Area and Division commander approval.

NOTE: If purchasing nonstandard IT equipment, an exemption must first be approved via the nonstandard IT equipment exemption process described in paragraph 11.

e. X Number. Commands may request maintenance and repair of out-of-warranty printers through a CHP 78X, X Number Service Order. All X Number acquisitions shall be conducted in accordance with HPM 11.1, Chapter 23, Delegation of X Number Contract Authority. All X Numbers with an IT component shall be approved by IMD prior to execution of the X Number. To obtain IMD approval, send the following information to ProcureIT@chp.ca.gov:

- (1) Make and model of item(s).
- (2) Quotes.
- (3) CHP tag number.
- (4) Mission critical justification.
- (5) Area and Division commander approval.

10. REQUISITION INSTRUCTIONS. For instructions on submitting a purchase requisition through FI\$Cal, refer to the FI\$Cal Resources available on the CHP Intranet site: [https://chp2go.sharepoint.com/sites/Starpoint/Resources/SitePages/FI\\$Cal-Resources.aspx](https://chp2go.sharepoint.com/sites/Starpoint/Resources/SitePages/FI$Cal-Resources.aspx). In addition to the instructions below, all provisions of Chapter 7 of this manual must also be followed.

a. Quotes. For noncontract IT goods, follow all quote requirements as described in Chapter 7 of this manual. For Leveraged Procurement Agreement (LPA) purchases, follow all quote requirements as described in the contract's User Instructions, available on the Cal eProcure website: <https://caleprocure.ca.gov/pages/LPASearch/lpa-search.aspx>. For LPA quotes, ensure the vendor includes the contract number on the quote.

- b. California Financial Information System Entry. Enter the line items into FI\$Cal exactly as they appear on the quote.
- c. Nonstandard Information Technology Equipment. Purchase requisitions including nonstandard IT equipment must be preapproved via the nonstandard IT equipment exemption process, described in paragraph 11. The associated work order number must be included in the purchase requisition justification.
- d. New Software Purchases. All new software must first be evaluated and approved by IMD before a purchase requisition may be submitted. For more information regarding the approval process and software delivery, refer to HPM 40.4, Chapter 10. Requestors must upload a copy of the IMD approval memorandum with the requisition.
- e. Software Renewals. Include the term dates in the line-item description. Ensure purchase requisitions are submitted timely to ensure the current term does not expire before the PO is executed.
- f. Delivery. Refer paragraph 12.
- g. Approvals. All purchase requisitions for IT goods must be approved by IMD. Add current IMD ad hoc approvers as ad hoc approvers in FI\$Cal as described in paragraph 9.a. The current list of ad hoc approvers can be found on the on the Fi\$Cal Resources page on the CHP Intranet site.

11. NONSTANDARD INFORMATION TECHNOLOGY EQUIPMENT EXEMPTION. An exemption for the purchase of all nonstandard IT equipment must be approved by IMD prior to submitting a purchase requisition or P-Card request. Nonstandard IT equipment is any IT equipment other than the standard equipment listed below. Requestors shall submit requests to IMD via ServiceNow, using the Nonstandard IT Equipment Request Catalog Item, a minimum of 45 calendar days prior to purchase requisition submission or P-Card request. Documentation of commander approval must be uploaded to the ServiceNow request.

a. Standard Equipment. A list of current IMD-approved standard equipment can be found on the CHP Intranet site:
<https://chp2go.sharepoint.com/sites/Starpoint/Resources/SitePages/Computer-Purchasing.aspx>.

- (1) Information Management Division-approved monitors.
- (2) Information Management Division-approved desktop computers and workstations.

- (3) Information Management Division-approved laptops (notebook computers).
- (4) Information Management Division-approved printers.
- (5) External DVD duplicators and rewriters.
- (6) Digital cameras and Secure Digital cards.
- (7) Digital voice recorders.
- (8) Standalone projectors.
- (9) GoPros (and other brands of similar equipment).
- (10) Wired USB keyboards.
- (11) Wired USB mice.
- (12) Adapter cables.

12. SHIPMENT, RECEIPT, PAYMENT, CONFIGURATION, AND INSTALLATION OF INFORMATION TECHNOLOGY EQUIPMENT.

a. Shipment.

- (1) The following equipment shall be delivered to the TIS Warehouse:
 - (a) Cameras.
 - (b) Computers.
 - (c) Duplicators.
 - (d) Laptops.
 - (e) Monitors.
 - (f) Printers.
 - (g) Projectors.
 - (h) Voice recorders.
 - (i) All other sensitive or major IT equipment, except for Smart TVs.

(2) The following equipment shall be delivered to the requesting command.

- (a) Display port adapters.
- (b) Docking stations.
- (c) Expansion kits.
- (d) Flash drives.
- (e) Keyboards.
- (f) Label makers.
- (g) Mouses.
- (h) Smart TVs (sensitive).
- (i) All other minor IT equipment.

(3) All new software purchases and software upgrades requiring installation shall be delivered electronically to ITS at ITS_Admin@chp.ca.gov to be packaged for installation via Microsoft System Center Software Center.

b. Receipt.

(1) All IT equipment purchased by field commands and delivered to the TIS Warehouse will be shipped to the requesting command once processed and tagged by TIS, Asset Management Unit (AMU) staff.

(2) Per Chapter 8, Equipment, of this manual, a CHP numbered tag is affixed to all major and sensitive equipment. These tags shall not be removed from the equipment. When a command receives an MFP, TIS AMU will mail a tag, which the command shall affix to the MFP.

(3) Minor IT equipment delivered to the requesting command must be received in FI\$Cal by the command.

(4) All IT equipment and software delivered to ITS must be received in FI\$Cal by ITS.

c. Payment. Invoices shall be approved in accordance with HPM 11.1, Chapter 24, by the command receiving delivery. Any invoices mailed to the requesting command must be sent to ITS for payment immediately, at ITS_Admin@chp.ca.gov.

d. Configuration and/or Installation.

(1) Computing devices requested by headquarters commands shall be imaged by TIS before they are delivered to the requesting command. Division Administrators (DAdmin) image replacement computing devices then distribute them to the field as appropriate. New computing devices requested by commands shall be imaged by a DAdmin before they are connected to the network by a user.

(2) Standalone computing devices are only issued to the Computer Crimes Investigation Unit and statewide Multidisciplinary Accident Investigation Team units, with ISO approval, without the standard image.

(3) Any nonstandard IT equipment, as determined by IMD during the nonstandard IT equipment exemption process to require configuration and/or installation by TIS staff, shall be configured and/or installed by TIS staff.

13. REPAIR OF INFORMATION TECHNOLOGY EQUIPMENT.

a. Warranty and Maintenance. Most IT equipment comes with a standard warranty when purchased. Should any IT equipment need repair, contact the TIS, IT Support Unit, at ITSupport@chp.ca.gov or (916) 843-3899, for assistance in determining whether the item is still under warranty.

b. Repair Arrangements. For MFP maintenance and repair, contact the vendor at the number noted on the MFP. If the MFP is no longer under warranty or a maintenance contract, contact repair companies for quotes and procure the services via an X Number, following the instructions in paragraph 9.d. In all other instances, please call the IT Support Unit to arrange for repair of IT equipment.

14. DISPOSITION OF INFORMATION TECHNOLOGY EQUIPMENT. When any IT equipment is no longer serviceable, or when TIS has determined the equipment has exceeded its useful life cycle, it shall be transferred to TIS with a CHP 266, Credit Memo - Equipment. The TIS, AMU, will prepare the paperwork to salvage the equipment and coordinate with the Fiscal Management Section, Inventory Control Unit, to remove the equipment from active departmental records. For further information on equipment disposition, refer to Chapter 8 of this manual.

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