



# **Internet, PC, PDA, SmartPhone, and Workstation HandiGuide®**

**Version 9.0**

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## Introduction



### *Foreword*

The use of the technology and its related devices is exploding. Terms such as cyberspace, information highway and the Internet are now part of everyone's vocabulary. New operating systems, complex networks, inter-company e-mail and work at home programs have made the management of most enterprises understand the total effort required to support Internet, Intranet, mobile access, PCs, LANs, workstations and personal devices like iPods<sup>1</sup> is greater than that required for mainframe computers.

In our consulting practice we have found the costs of connectivity systems, on a per user basis, to be up to four to five times greater than the traditional mainframe solution. On the benefit side, the values of the applications developed and operated in this new world order far exceed these costs. It is not usual to see a breakeven of the total investment cost in less than six months.

- ✚ In several other studies that have been published the cost per user in the Internet and PC environment has been put at around \$4,500 to \$6,500 per year versus \$700 to \$1,150 per year in the mainframe environment. Many ask why. Few have definitive answers that management can understand.

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<sup>1</sup> For the ease of the reader, in the remainder of this book we will use the generic term PC for "Internet, Intranet, PC, LAN's,

Type	Mgmt	PC/Client Location	Server Location	Tools	Database	Planning
Individual Worker (Mobile PDA Tablet, SmartPhone)	Informal	Mobile	Wireless Remote	e-mail Internet Apps	Contacts	Ad Hoc
Individual Worker (Mobile Laptop)	Informal	Portable	Home LAN Office LAN Remote	PC Pkgs. Visual Languages	Access SQL	None Ad Hoc
Individual Worker (Office)	Informal	Desktop	Local LAN Remote	PC Pkgs. Visual Languages	Access SQL	None Limited
Sub Department	Informal	Client Single Site LAN	Client	PC Package (i.e. Excel)	Access SQL	None Limited
Department	Informal	Client LAN	Client or Data Center	PC Package PC Based	Access Mainframe Link	Some
Multi-Department	Formal	Client Multiple Sites Multi LANs	Data Center or Client	Packages PC Based	Access SQL	Some
Multi-Department Multi Sites (i.e. cities)	Formal	Client Multiple Sites WAN Private	Data Center	Packages PC Based Mainframe	Access SQL Oracle	Formal
Multi Department Multi Sites Multi Entities	Structured Formal	Client Multi Sites WAN Private or Public	Data Center Outsource	Packages PC Based Mainframe	Enterprise Database Standard	Formal Tied to Budget

**Types of Computer, PC and Internet Technology - User View**

Over time, the management process will continue to be more complex and dispersed throughout most enterprises. More people will need to know how to manage the process. This HandiGuide is one tool that we can all use. It is structured around sound business principles and has been developed over three decades of working in this environment.

The operating environment for this new wave of technology is complex and difficult to standardize. Above is a table that we have developed to help communicate the complexity of computer management today. PCs are only a subset of the computer processing that takes place today. They must be viewed with an understanding of how they relate to the total processing and operational needs of the enterprise. With this as a basis, the reader can begin to understand the need for this book.





### ***Scope And Applicability***

This book and the enterprise's technology oversight process apply to all activities, departments and divisions utilizing technology resources. The provisions of this book are intended to apply to all technology resources regardless of application, function, organization or source of funding.

Technology resources include all computer equipment, PCs, remote terminals, mobile personal devices, peripherals, data, software, associated documentation, contractual services, staff members, supplies and facilities.




## ***Book Structure***

For ease of use we have divided the book into these major sections.

-  Section 1 - Administrative Management
-  Section 2 - Technology Management
-  Section 3 - Asset Protection
-  Section 4 - Appendix - Reference Material




## ***Administrative Management***

This section provides an overview and summary of the primary concerns and issues associated with management of the of this new technology environment. The topics covered are:

-  Management Overview
-  Management Process
-  Responsibilities

## ***Technology Management***

This section presents rules and guidelines associated with technology and the PC environment. The topics covered are:

-  Justification, Acquisition, and Support
-  Application Development
-  Training
-  Internet and Intranet
-  Local Area Networks (LANs)
-  Backup & Recovery
-  Service Requests
-  Service Level Reporting
-  Electronic Communication
-  Internet



### ***Asset Protection***

In this section, we present rules and guidelines necessary to meet the needs of the enterprise with regards to security and control of critical PC assets. The topics covered are:

- ✚ Controls
- ✚ Business Resumption Program
- ✚ Security
- ✚ Facility Requirements
- ✚ Access Control
- ✚ Passwords

### ***Appendix***

Finally, we provide some general reference material including:

- ✚ Acquisition Checklist
- ✚ Sample Forms Hardware/Software Supported
- ✚ Other Janco Associates Offerings
- ✚ Index

## Administrative Management



### *Management Overview*

A common concern in many enterprise-wide operational management approaches is needed to maximize value, while protecting technological resources and data assets. In addition, they need to assure the availability of support for these new tools.

The purpose of this HandiGuide is to provide an enterprise with the tools to effectively and efficiently manage all of the capital and information resources associated with PC and workstation operations. This includes both PC operations and the development of application in the enterprise.

All elements of the enterprise's technology management, control and oversight should be structured to maximize its value. This includes:

- ✚ Cost effective utilization of the resources;
- ✚ Protection from damage which might result from accidental or intentional events; or
- ✚ Actions that might breach the confidentiality of enterprise records, result in fraud or abuse, or delay meeting of the enterprise's objectives.

## What's New

### *Version 9.0 – February 2011*

- ▶ Change title to include PDA and SmartPhone
- ▶ Updated to include PDAs and SmartPhones
- ▶ Added Policy – Social Networking Template
  - Added Social Network Policy Compliance Agreement
- ▶ Added Policy – Telecommuting Template
  - Work Agreement Template
  - Enterprise Owned Equipment Form
  - Safety Checklist – Work at Alternative Location Form