

<b>Number:</b>	09.3.5	<b>Page:</b>	1 of 2
<b>Latest Version:</b>	1.0	<b>Revision Date:</b>	01/09/2018
<b>Effective Date:</b>	05/07/2018	<b>Replaces:</b>	NEW
<b>Revised By:</b>	Karen Philbin	<b>Review Cycle/Date:</b>	Annual
<b>Reviewed By:</b>	Karen Philbin	<b>Reviewing Unit:</b>	Technology Strategy
<b>Title:</b>	Personal Computer Configuration SOP		
<b>Description:</b>	This document is the operating standard for defining personal computer configuration.		

## Personal Computer Configuration Standard Operating Procedure

1. General Statement of Purpose
  - 1.1. The purpose of this document is to identify a configuration standard for personal computers, sometimes referred to as workstations, required by our agency partners, employees and authorized contractors.
  - 1.2. This document also defines the Change Management Process for standardized personal computer (PC) configurations.
2. Scope
  - 2.1. This document is applicable to all agency partners, employees and authorized contractors requiring personal computers for conducting business at the State of Oklahoma.
3. Discipline
  - 3.1. Technical Standards
4. Terms and Definitions
  - 4.1. Personal Computer (PC) – A single user system that includes desk-based, laptop and ultra-portable devices.
  - 4.2. Personal Computer Configuration – The hardware and software components of a PC.
5. Instructions
  - 5.1. The state standards for PCs/workstations are focused on meeting the needs of the modern workforce and are aligned with the process to comply with the requirements of the IT Consolidation and Coordination Act.
  - 5.2. All configurations include the base licensing and services required to comply with the State IT Standards and Policies ([https://www.ok.gov/cio/Policy\\_and\\_Standards/](https://www.ok.gov/cio/Policy_and_Standards/)).
  - 5.3. Standardized configurations are established to maximize utility, supportability, security and reducing costs for the citizens of Oklahoma.
  - 5.4. The state standard includes additional services and software to manage the workstation while meeting the needs of the customer. These include but are not limited to the following:
    - 5.4.1. Pre-loaded state software image with all standard software installed.
    - 5.4.2. Enhanced hardware support, which includes 24x7 remote vendor support and next day on-site vendor support.
    - 5.4.3. Geo-tracking capabilities with the ability to physically locate assets if connected to a network.
    - 5.4.4. Streamlined installation and removal process, which allows image, tag, deployment of computers to the customer location, removal and disposal according to EPA regulations and end-of-life certificate of destruction.

<b>Number:</b>	09.3.5	<b>Page:</b>	2 of 2
<b>Latest Version:</b>	1.0	<b>Revision Date:</b>	01/09/2018
<b>Effective Date:</b>	05/07/2018	<b>Replaces:</b>	NEW
<b>Revised By:</b>	Karen Philbin	<b>Review Cycle/Date:</b>	Annual
<b>Reviewed By:</b>	Karen Philbin	<b>Reviewing Unit:</b>	Technology Strategy
<b>Title:</b>	Personal Computer Configuration SOP		
<b>Description:</b>	This document is the operating standard for defining personal computer configuration.		

- 5.5. Personal computer or workstation use case options:
  - 5.5.1. Desk-Centric: Works at a desk more than 50% of the time.
  - 5.5.2. Powerful and Intensive: Works with resource-intensive or graphics applications, develops software and provides technical support for others.
  - 5.5.3. Mobile and On-the-Go: Works away from a desk or at an alternative location more than 50% of the time.
  - 5.5.4. Rugged and Remote: Works away from a desk in extreme environments more than 50% of the time.
- 5.6. The IT Architecture team coordinates a quarterly configuration review sessions, including members from Client Experience, Technology Strategy and Mission Support.
- 5.7. Configuration changes are driven by end user needs, technology factors and lease agreement requirements.
6. Roles and Responsibilities
  - 6.1. Client Experience is responsible for the provisioning of all personal computer configurations.
  - 6.2. OMES-IS Technology Strategy (IT Architecture) is responsible for the oversight, coordination, change management, architecture and technical planning for all personal computer configuration standards.
7. References
  - 7.1. Available configuration and product options – <https://www.ok.gov/openrange/documents/OKWorkstationProductSheet.pdf>
  - 7.2. Oklahoma IT Consolidation and Coordination Act – 62 O.S. § 35.1 et seq.
  - 7.3. IT Standards and Policies - [https://www.ok.gov/cio/Policy\\_and\\_Standards/](https://www.ok.gov/cio/Policy_and_Standards/)
  - 7.4. 09.3.6 Personal Computer Exceptions