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/).
   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.
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 – 
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/
7.4. 09.3.6 Personal Computer Exceptions