

Administrative Office of the Courts

Supreme Court of New Mexico

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Judiciary Information Technology Purchasing Policy

Information Technology Equipment, Software and Services Purchasing Policy and Procedures

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Judicial Information Systems Council Approval:	October 18, 2015
Responsibility:	Judiciary Chief Information Officer
Responsible Office:	Judicial Information Division

Policy Statement

Information Technology (IT) is crucial to the functioning of the judiciary. Because the judiciary is a large enterprise, there must be centralized control over what IT equipment, software and services are procured. It is the policy of the judiciary that IT purchasing supports court and administrative functions, programs and projects.

Purpose

To provide guidance in the purchasing process for IT equipment, software and services.

Definitions

IT components – computer equipment, software applications, communications devices, reproduction devices or other IT related items. For the purpose of this policy, this refers to all of the “significant” components that make up a functioning IT network or product that connects to the network to support the business processes. These include such items as computers (all types), servers, routers, switches, racks, software applications and licenses, printers, networked copiers, cell phones. These are the items that the judiciary needs to ensure are compatible with current and proposed systems and applications and are of significant cost.

Whitelist – a list or register of components, equipment, software applications, communications devices, reproduction devices or other IT related items that are known to be compatible with the judiciary’s case management system, business applications or are common to the network infrastructure. A whitelist provides for easy purchasing decisions in that any item on a whitelist can be purchased at any time without JID or JIFFY approval. The whitelists are “living” documents that are updated regularly as technology requirements change. Items that are not included in a whitelist are cables, computer or phone cases, keyboards and mice and other low cost IT components (typically under \$100).

Inventory – a current list of IT components, computer equipment types, software applications, communications devices, reproduction devices or other IT related items that are either installed and in operation or in storage pending installation or retirement.

Account Codes – Special account codes established by AOC Fiscal Services to facilitate purchasing and tracking IT components, computer equipment types, software applications, communications devices, reproduction devices or other IT related items.

Introduction

IT resources require on-going investment of professional time and effort, and financial resources in order to perform acceptably. The total expense to acquire and operate IT equipment involves much more than the initial purchase price of hardware or software. The collective costs of running a computer system over its lifespan can include networked servers, network connections, license renewals, software upgrades, maintenance and IT support personnel.

An IT procurement policy benefits the judiciary by providing:

- operational compatibility with the judiciary case management system, Odyssey
- ensures that equipment and software conform to judiciary security standards
- brand and model standardization to streamline support issues and cost control
- a judiciary-wide inventory of hardware and software to facilitate effective planning, maintenance, upgrades, and disposal
- pricing advantages obtained through volume purchasing and working with approved vendors
- license compliance for software purchases
- hardware and software with a known "support state" at the time of purchase

All IT equipment and software purchased with judiciary funds remain the property of the Judiciary until the disposal and media destruction procedure is completed.

Scope

This policy applies to all magistrate, metropolitan, district, appellate courts, the Supreme Court Library, the Administrative Office of The Courts and any other entity that becomes a part of the Judiciary's statewide network.

Specifically, the policy applies to the following purchases:

- Desktop computers, notebook computers, tablet computers, network servers, computer display monitors and similar computing devices.
- Network computing devices of any type, including routers, bridges, network monitoring devices, network hubs, Ethernet switches, network transceivers, fiber-optic equipment, modems, ISU/DSU devices, protocol converters, network repeaters, network signal amplifiers, network gateways, wireless network equipment, voice-over-IP (VOIP) devices, virtual private network (VPN) devices and software, video networking devices, video networking software, and all other computer related equipment and software.
- Networks or sub-networks for the purpose of facilitating data communications or video/audio transmission.
- Personal digital assistants (PDAs), wireless e-mail devices, smart-phones and tablet devices, regardless of operating system.
- Computer software applications including word processors, office productivity suites, spreadsheets, database management systems (DBMS),

project management applications, CAD applications, network monitoring applications, court related applications, computer utility applications (computer management, desktop management, anti-virus, internet security), or any other software that runs on any type of server, computer or smart phone.

- IT services of any kind for document management, databases, video, jury systems, computer security, IT consulting, E-filing, E-payments, application programming, and any other IT-related service.
- Video cameras, visual display screens, video connection equipment, digital audio equipment and video and/or audio installation services.

Standardized IT Resources

The Judicial Information Division (JID) has established a standard configurations for computer and other IT related equipment and software for the Judiciary. This is to ensure that all purchases are compatible with the judiciary's networks, case management system and security protocols. These configurations are "white lists" from which a judicial entity may purchase items without prior JID or Judicial Information Systems Council (JIFY) notification. This information is posted on the judiciary intranet (provide link) and is updated regularly to ensure compatibility.

AOC Fiscal Services has established special IT Account Codes to facilitate IT purchases. These account codes are used to track IT related purchases across the judiciary.

The items designated as requiring standardization by JID are:

- Desktop Computers
- Laptops Computers
- Tablets Computers
- Printers - Small (Desktop)
- Printers - Medium (Workgroup)
- Printers - Large (Department)
- Multifunction Printer/Copy/Scan/Fax Devices
- Black and White Copiers
- Color Copiers
- Servers
- Storage Units (Disk/Tape Units and Network-attached/Local-attached)

- All Networking and Telecommunications Equipment
- Cell phones (Apple iOS and Android)
- All-in-one devices
- All Third-Party Software
- Monitors

(Add email link for questions)

IT Inventory

To facilitate IT purchasing, JID has an inventory of all IT equipment and software across the judiciary by entity. This inventory is updated regularly and can be found (provide intranet link).

Standard Replacement Cycle

Guidance for computer replacement is based primarily on the expected useful life of the equipment and software version updates that require hardware compatibility. JID has established a standard replacement cycle for certain computer equipment (add intranet link). The purpose of this guidance is for forecasting of budgets and ensuring funding is available to each judicial entity.

Each judicial entity shall refer to this guidance when planning IT purchases.

IT Services

IT Services must proceed with due consideration in regard to the vendor providing the service, the budget source and the scope of work involved in the service. IT Services as defined in the “Scope” section of this document will be presented to the Office of The Chief Information Officer who will, within ten business days, respond with any questions or concerns, or with a written approval.

The following exceptions apply to this section. These services can be procured as needed;

- equipment repair
- training

- emergency consulting (IT security related events)

Non-Standardized Equipment (Exceptions)

In most situations, all IT purchases will be from the standardized lists per the requirements stated in this policy. It is acknowledged that standardized IT resources may not meet all the requirements of judges, staff, and administrators. These situations may require specialized or customized equipment. Reasons might include:

- Specialized software determining the choice of hardware
- Special performance requirements
- Staff whose specific technical, environmental, or functional job responsibilities require an alternative to the standard configuration

Non-standard equipment purchases are exceptions, and justification for the need of the equipment or software must be provided on Form: (need to add form) to the JID CIO. Approval or denial will be provided in writing within ten business days. Appeals of a denial for specialized equipment or software will be presented to JIFFY. JID will make every reasonable effort to support approved non-standardized equipment and software, but this support may be limited. Requests for support for non-standard items will be disclosed on the exception form.

Purchases Requiring JIFFY Approval

It is the policy of the judiciary that all IT purchasing supports court and administrative functions, programs and projects.

- All standardized hardware or software, where the total cost of the purchase exceeds \$50,000 unless this purchase is part of the JID established replacement planning cycle.
- All non-standard IT purchases not approved by exception. These include but are not limited to, VOIP systems, queuing systems, electronic file management systems

The proposed purchase shall be submitted on the IT Exception Request Form, and be

submitted to the Judiciary CIO at least ten business days prior to the next scheduled JIFFY meeting for inclusion on the JIFFY agenda.