

UNIFIED JUDICIAL SYSTEM

Policy 207

May 24, 2000

JUDICIAL SERVER SUPPORT PLANS

To ensure the most efficient, effective and functional network, all judicial servers are to be purchased, maintained, and administered under the supervision of the State Court Administrator's Office. The following guidelines will be used regarding purchase, configuration, support, and maintenance of judicial servers.

Definitions

Account: The name, password, and other individual attributes on a server that are necessary to access the network.

Contractor: Technical support personnel hired via contract to perform designated, specific tasks on selected computer equipment.

Locked account: Account that has been locked and is inaccessible. Common causes of locked accounts include multiple failed login attempts.

Server: A computer designated for use by a group of people for shared storage and use.

Shares: A folder on a server, workstation or other device that is accessible from the network.

Workstation: A computer designated for use by a single person.

Guidelines

1. New purchases and upgrades will be coordinated through the judicial branch information technology staff.
2. Setup, installation and configuration will be coordinated through the judicial branch information technology staff.
3. Maintenance, operating system updates, and patches will be coordinated through the judicial branch information technology staff.
 - 3.1. New shares that are necessary will be coordinated through the judicial branch

information technology staff upon receipt of a request via the help desk.

- 3.2. Installation of network-based applications will be coordinated through the judicial branch information technology staff.
- 3.3. Locked accounts will be reset by local personnel according to local protocols, or alternatively, by help desk personnel.
- 3.4. Tape backup procedures will be established and scheduled by the judicial branch information technology staff. Local personnel will be responsible for maintaining and rotating the tapes accordingly.
4. New user accounts can be authorized by district administrative staff and will be created by judicial branch information technology staff upon request via the help desk.
5. Servers will not be used as workstations.
6. Contractor assistance may be used for immediate or emergency hardware or software server repairs if judicial branch information technology staff are not available. If contractor assistance is needed, it will only be retained with coordination between local personnel and judicial branch information technology staff.
7. Coordination with administrative staff. Prior coordination with administrative staff regarding all work to be performed to judicial servers will be done, if practical.
8. Problems with judicial servers should be immediately reported to the judicial help desk.