SOFTWARE AND HARDWARE ACQUISITION, IMPLEMENTATION, AND CHANGE MANAGEMENT POLICY

1. Purpose

This policy establishes countywide requirements governing the acquisition, installation, modification, deployment, and removal of all software and hardware used on county-owned systems. Its purpose is to ensure that technology changes are properly evaluated, coordinated, and managed in order to protect county operations, maintain system interoperability, safeguard county data, and prevent disruption to departments and offices.

2. Scope

This policy applies to all county departments, elected offices, agencies, boards, and personnel who acquire, install, configure, modify, or otherwise use technology on county-owned devices or systems, including cloud-based applications that interact with county data and hardware that connects to county networks or systems.

3. Policy

3.1 Information Technology Authority

The County Information Technology Department holds responsibility and authority for managing the full lifecycle of all software and hardware used throughout the county. This includes evaluation, procurement review, installation, configuration, security assessments, integration, updates, deployment, maintenance, and decommissioning.

3.2 Mandatory Information Technology Project Management

Any initiative involving new software or hardware, the replacement of existing systems, or significant modification to current technology shall be initiated, coordinated, and managed by the Information Technology Department.
Departments and offices are not permitted to independently install, implement, modify, or replace software or hardware without an Information Technology–led project plan and written approval.

3.3 Required Assessment

Before any technological acquisition or change may proceed, the Information Technology Department shall conduct a comprehensive assessment that includes:

- Technical compatibility and security review
- Evaluation of integration with existing county systems and interdepartmental workflows
- Risk and impact analysis
- Resource, cost, and timeline planning

Formal written approval is required before any implementation activities occur. This applies to software where there is no choice in what the office or department may use. In some instances, County offices and departments are required to switch to software

provided by the State of Michigan; required to adhere to a standard set by an outside entity; etc. Review and approval of the configurations, security and integration with other departments and offices must still be conducted.

3.4 Coordination Responsibilities

The Information Technology Department shall identify all departments or offices affected by a proposed software change and ensure necessary communication, coordination, and testing is completed prior to deployment.

3.5 Prohibition of Unauthorized Software Installations

Departments and offices are prohibited from installing, enabling, or procuring software or hardware that interacts with county systems, networks, or data without prior review and approval from the Information Technology Department. Unauthorized technology may be disabled, disconnected, or removed by the Information Technology Department when necessary to protect county systems or operations.

4. Enforcement

Noncompliance with this policy may result in corrective actions. The Information Technology Department is authorized to restrict, suspend, or remove any software or hardware that violates this policy or threatens county operations, security, or data integrity.

Adopted: 1/8/2026, M-7-2026

Software or Hardware Approval Form

Per the **Software and Hardware Acquisition, Implementation, and Change Management Policy**, this form must be filled out and returned to the IT Director prior to any software integrations or hardware acquisition.

Name

Date

Job Title

Office/Department

Software/Hardware Details

Software/Hardware Name

Software Type

Application

What is the purpose or main function of the software/hardware?

Vendor Name

Vendor Contact Information

Specifications of Devices or Applications Requested

Does this software integrate with other departments/offices?

- (●) Yes
- ( ) No
- ( ) Unknown

Have you sent the Agreement, Statement of Work, Quote, Specifications and all other information related to the software/hardware to **helpdesk@cassco.org?**

- ( ) Yes
- (●) No

Startup Costs

Annual Costs

Licensing Model

Perpetual

GL Code Funding Project

Approval and Review

Finance Approved by

IT Approved by

Administration Approved by

IMPORTANT: Upon completion, save the file and send a copy to the IT Director and County Administrator, along with any contracts or supporting documents.