

Third Party IT Ad Hoc Committee

Charge

Explore a model for third party IT to manage and support the network and PCs that access JA services

Items to consider

- IT services
 - PCs/Printers – staff and public
 - Purchase – minimum/recommended specifications for hardware and software
 - Configuration – includes lockdown for public PCs
 - Support/Troubleshooting – hardware and software
 - Network – staff wired, public wired, wireless
 - Purchase/configuration/support
 - Network security
 - JA has network policies necessary for security and safety of Polaris ILS and patron data
- Review models used by other libraries/systems
- Assess implications of having multiple entities sharing IT responsibilities on accountability and security
- Discuss appropriateness of non-library employees (contractors, local IT company, municipal employees) having access to patron data
 - Evaluate how providing IT for PCs and/or networks provides access to patron data
 - PCs – Supporting PCs - data on screen (in person or via remote support such as GoToAssist), offline data file, ability to install programs
 - Network – Access and control of all data transmitted
 - SIP data for Cassie or other PC/print management software
- Identify necessary policies/requirements
 - PC requirements
 - Network requirements
 - JA staff remote access to PCs and networks
 - Incident response policy
- Determine if libraries utilizing third party IT services should be required to have cyber liability insurance
- Investigate legal requirements for third party IT companies:
 - Proof of expertise
 - Insurance
 - Contract w/indemnification
 - SLA – Service level agreement

Goals

- Share findings regarding third party IT services feasibility and requirements for third party IT support of PCs and networks
 - If proven feasible, present a potential model for third party IT to manage and support the network and PCs that access JA services

Third Party IT Ad Hoc Committee

- Identify potential legal, policy and liability requirements for third party IT support of PCs and networks