Section 34 – IT Infrastructure Hardware and Third-Party System Integration

I.   <u>Introduction</u> – This section serves to provide information and standards pertaining to the hardware installation and/or upgrade of HRSD's Information Technology assets, to include new construction, renovation, and third-party integration within HRSD's control network. The objective of this section is to ensure consistency with HRSD's internal policy related to IT infrastructure hardware and to conform to Building Industry Consulting Service International (BICSI) standards as closely as practicable. See attachments A and B for HRSD's technical guidelines related to these topics.

II. <u>General</u> – The objectives are to standardize HRSD's server and network infrastructure designs as well as HRSD's processes to accommodate the integration of third-party systems within the control network environment to:

   A.   Maximize functionality and performance

   B.   Minimize time-to-resolution during troubleshooting efforts

   C.   Facilitate the installation or upgrade process by clearly defining expectations so that re-work is minimized

   D.   Enhance overall system capability and usefulness

   E.   To provide enhanced monitoring and reporting for more streamlined workflows

III. <u>Attachments:</u>

   A.   IT Infrastructure Hardware Guidelines

   B.   Third-Party Control Network Integration Guidelines

End of Section