SMG 3210.5

FDA Staff Manual Guides, Volume III - General Administration

Information Resources Management

Information Technology Management

Personal Computer Refresh Policy

Effective Date: 04/05/2021

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1. Purpose

The purpose of this document is to define the parameters of single personal computer (PC) refresh for the Food and Drug Administration (FDA) staff and all contractors with FDA Government-Furnished Equipment (GFE). This policy will ensure that the FDA is appropriately managing personal computing resources. The policy also outlines the responsibilities of key personnel in support of these requirements.

2. Background

The Office of Information Management and Technology (OIMT) manages the coordination, purchase and distribution of IT equipment for the FDA. Approximately every 3 years, a user's IT equipment (personal computer or desktop) is refreshed to keep pace with changing technology and ensures that FDA mitigates security vulnerabilities for outdated hardware.

3. Policy

It is the policy of the FDA to ensure that each employee and contractor has the appropriate tools to do their jobs in order to ensure the success of the FDA's mission. For personal computing devices, the FDA will accomplish this by complying with the following guidance and procedures:

A. Each FDA employee and contractor (as applicable by the contract and as deemed necessary by their Contracting Officer Representative) will be assigned only one personal computing device. Assignment of more than one computer will be based on the discretion of the hiring Centers.

Instructions for purchasing additional peripherals, including monitors, port replicators, full docking stations, keyboards and computer mice, are available on the http://inside.fda.gov:9003/it/default.htm web page.

B. Each personal computer will be replaced once every three (3) years.

C. After the new PC has been installed, the customer's Center is responsible for collecting and surplussing the older computer from the customer. The Center APO/PCO will work with the customer to collect the computer, when appropriate.

D. Changes in physical custody of accountable equipment shall follow property management procedures to ensure accountability is traceable and risk of loss is mitigated.

E. The legacy PC will be removed from the network 14 days from when the PC Refresh was completed. Exceptions will be made based on waiver approval. If a customer who receives a new personal computer does not turn in a unit used from another location, and an exception has not been granted, the second unit will be removed from the network within two weeks from the completed refresh date.

F. If a customer misses a scheduled installation appointment without providing one business day cancellation notice, their installation will be rescheduled at the convenience of the installation team. Installations are generally scheduled to take advantage of geographical proximity, and the rescheduling of a missed appointment may coincide with the next group of installations in the geographical area in which the customer is located.

G. Software installations for refresh computers will follow the Software Asset Management Policy (SMG 3240.2).

4. **Responsibilities**

A. **FDA Chief Operating Officer (COO)**

The FDA COO is responsible for overseeing the day-to-day operational activities, interaction and execution of program initiatives across all FDA Centers. The COO will provide executive direction, leadership, coordination and guidance for the operations of FDA. The Office of Operations assures the timely and effective implementation of operations and the high quality delivery of services across the agency and Centers.

B. FDA Chief Information Officer (CIO)

The FDA CIO has overall responsibility for management of the Agency IT program, including the management of personal computing devices. The CIO is responsible for ensuring that a comprehensive and effective set of PC refresh policies and procedures are developed and enforced.

C. Office of Information Management and Technology (OIMT)

The OIMT is responsible for the secure implementation, operations, and maintenance of approved personal computing technologies in use within FDA. OIMT is responsible for providing technical guidance and support, to FDA's regulatory PC users. OIMT is also responsible for following appropriate FDA surplus/disposal policies and procedures.

D. Center Accountable Property Officers (APO)

Each Center Accountable Property Officer is responsible for validating the users location, accepting transfer for refresh equipment within 14 days and for ensuring that replacement personal computing property is transferred to OIMT according to FDA Property Management policies and procedures.

E. Supervisors

Supervisors are responsible for ensuring that their employees are aware of all the policies and requirements regarding the IT resources they use. In particular, supervisors will ensure that employees are aware of required and prohibited activities outlined in the Computer Security Awareness Training.

F. Users

Customers who use FDA computing systems are responsible for complying with all policies and procedures pertaining to the systems they use and are accountable for all activity performed under their user ID/password in accordance with the Computer Security Awareness Training.

G. Center IT Liaisons (CITLs)

The CITLs, working with OIMT, are responsible for managing their Center's refresh activities. They are responsible for reviewing exceptions to the single laptop policy and notifying their appropriate Center personnel. The CITLs communicate changes in this policy to the Executive Officer.

H. Executive Officer (EO)

The EO is responsible for reviewing and approving/disapproving any exceptions.

5. Terms and Definitions

Term	Definition
APO	Accountable Property Officer
BPA	Blanket Purchase Agreement
CITL	Center IT Liaison
COR	Contracting Officer Representative responsible for oversight of IT equipment provided to contractors
FDA	Food and Drug Administration
HHS	Department of Health and Human Services
IOMT	Inventory and Order Management Team
OAGS	Office of Acquisitions and Grants
OFM	Office of Financial Management
OIMT	Office of Information Management Technology
PC	Personal Computer
PRDB	Property Receiving and Distribution Branch
PMT	Property Management Team
PMIS	Property Management Information System
RDC	Receiving and Distribution Center
Repurposed Computer	Computers that have a minimum of 1 year of warranty remaining

6. References

A. Federal Information Management Acquisition Reform Act (FITARA)

B. HHS Logistics Management Manual Policy and Procedures

C. Federal Acquisitions Regulation – Property Clauses

D. Federal Information Security Management Act (FISMA) of 2002

E. IT Hardware Asset Management Policy (3210.4)

F. Software Asset Management Policy (3240.2)

7. Effective Date

The effective date of this policy is April 5, 2021.

8. Document History – SMG 3210.5, Personal Computer Refresh Policy

Status (I, R, C)	Date Approved	Location of Change History	Contact	Approving Official
Initial	07/09/2007	N/a	Office of the Chief Information Officer (HFA-80)	Timothy Stitely, Chief Information Officer, FDA
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