	County of Bedford, Virginia Enterprise Software and Hardware IT Policy
Information Technology Department	**Issue/Effective Date: Nov 30, 2020** **Approval Date: Nov 16, 2020** **Approved By: County Administration**

Compliance with these standards ensures your computers and software will be supported by the Bedford County Information Technology. Support for non-standard equipment and software will not be supported. The policy aligns with the HB2178 Minimum Security Standards and the National Institute of Standards and Technology (NIST) Framework, which requires devices connected to the Bedford County, VA network to run versions of operating system and application software for which security updates are made available.

I. IT Software Standards

Standard Operating Systems

Windows

- Windows 10 [*Version / Build* - Pro or Enterprise build 1809 or higher]
- Windows 7 - to be retired

II. Supported Software

Office Suite

- Office 365 [*Version / Build* - Pro Plus – 16.0.12527.20612]
- Microsoft Office [*Version / Build* -2007, 2010, 2013, 2016] - to-be retired

Email & Calendar Clients

- Microsoft Outlook [Part of Office 365 Suite] (Windows)

Web Browsers

- Internet Explorer 11 [*Version / Build* - 11.1082.18362.0 or above]
- Firefox [*Version / Build* - 78.3.1esr or above]
- Chrome [*Version / Build* -85.0.4183.121 or above]
- Microsoft Edge [*Version / Build* - 85.0.564.68 or above]

PDF Reader / Writer

- FoxIT- PhantomPDF [*Version / Build* - 10.0.1.35811]
- Adobe Acrobat DC - to be retired
- Adobe Acrobat Standard/Professional XI - to be retired
- Adobe Reader XI - to be retired

Virtual Private Network (VPN)

- Cisco AnyConnect [*Version / Build* - 4.8.02045]
- NetMotion [*Version / Build* - 11.71]

Remote Access Client

- Citrix Receiver [*Version / Build* - 14.12.0.18020] (Fundware)

Client Management

- All Bedford County owned desktops and laptops must be connected to Bedford County client management system, Microsoft System Center Configuration Manager (SCCM).

Permissions

- Administrator privileges are not granted unless an exception has been provided and approved.

III. Software Licenses

Bedford County owned and licensed software can only be installed on Bedford County owned computers.

IV. IT Hardware Standards

- IT orders including a device with a hard drive must be approved by IT.
- Computers and IT equipment not owned by Bedford County are not supported
- Bedford IT does not support dual-boot partitions

V. Repairs

- Repairs are not performed on out-of-warranty computers or IT equipment

VI. Waiver / Exception Process

Requests for exceptions to policy will be considered and waivers from policy and standards granted only when appropriate risk management evaluation has been applied:

- Identification of why critical operational values cannot be achieved within the constraints of policy and standards; and
- Risk impact of the exception or waiver has been documented; and
- Alternatives that will achieve policy compliance have been reviewed in full and reasons why alternatives cannot be adopted are documented; and
- Compensating controls for the exceptions have been identified and implemented; and

The exception or waiver must be agreed to by Bedford County Information Technology Director.

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County Administrator