CHAPTER 1. INTRODUCTION

1-1.   PURPOSE. This handbook unifies and clarifies several previous policy and procedure memoranda and other documents dealing with the subject of office automation.

1-2.   CONTENTS. This handbook contains the Departmental policies pertaining to the procurement, funding, implementation, and management of Office Information Systems (OIS) and the procedures to follow in complying with these policies. The policies and procedures contained in this handbook are consistent with those already in effect in the Department and are written only for the areas where HUD has determined that policies or procedures are necessary for the Department to implement the OIS program.

1-3.   GENERAL. Generally, the Department's policy is to have a centrally administered OIS program which provides one vendor's microcomputer and word processing computer equipment, as well as one of each type of software package (operating system, spreadsheet, data base management, editor, word processing), to all Departmental users. The budgets for procuring this equipment and software are centrally administered. All OIS equipment and some OIS software software are requested through the Office of Information Policies and Systems (IPS). IPS must give technical approval before any OIS acquisitions can be made.

1-4.   OBJECTIVES. The objectives of these policies are:

        o   to avoid the proliferation of non-compatible
                equipment and software throughout the Department;

        o   to achieve standardization and compatibility of
                microcomputer and word processing equipment and
                software;

        o   to pass information easily between the different
                organizations of the Department;

        o   to optimize the use of office information technology
                within HUD in an efficient effective manner; and

        o   to prevent duplication in the development and
                operation of automated application systems.

        o   to facilitate the central administration of the OIS
                program.

1-5.   AUTHORITY. Authority for the OIS program derives from the
        Federal Paperwork Reduction Act of 1980, Public Law 96-511:
        Federal Property Management Regulations; and HUD Handbook
        1150.1, "Organization: Assistant Secretary for
        Administration."

1-6.   APPLICABILITY. The policies put forth in this document apply
        to all existing and planned office information systems in HUD.

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1-7.   DEFINITIONS.   "Office Information Systems" is used here to
        refer to systems which use one or more of the following
        technologies: basic word processing, advanced word
        processing, hybrid word/data processing, microcomputers.

        The term "users" as used in this handbook refers to
        Departmental organizations that utilize OIS technology in the
        accomplishment of their mission.

        "Manager" is used throughout the handbook to refer to the
        Departmental employee responsible for OIS equipment within
        his/her organization. This is usually a Division Director or
        Field Office Manager.

        "Standard equipment/software" as used in this handbook, refers
        to the equipment and software selected by the Office of
        Information Policies and Systems to be used throughout the
        Department.

1-8.   RESPONSIBILITIES.

        a.   ASSISTANT SECRETARIES, THE GENERAL COUNSEL, THE INSPECTOR
             GENERAL, THE GOVERNMENT NATIONAL MORTGAGE ASSOCIATION
             PRESIDENT, THE DEPUTY UNDER SECRETARY, REGIONAL
             ADMINISTRATORS, and FIELD MANAGERS. These officials are
             responsible for ensuring that Office Information Systems
             are effectively and efficiently used and managed in their
             organizations and that they are used in compliance with
             all HUD policies and regulations.

        b.   OFFICE OF INFORMATION POLICIES AND SYSTEMS (IPS)

             In order to ensure centralized management as required in
             the Paperwork Reduction Act, IPS has been delegated the
             responsibility for the following:

             o   Development and communication of policies and
                    procedures for OIS.

             o   Development of technical specifications and
                    statements of work for OIS procurement; coordination
                    of technical evaluation of solicitation responses;
                    and technical administration of OIS contracts.

             o   Technical review and approval or disapproval of
                    requests for OIS equipment, software, and services.

             o   Provision of technical assistance to OIS users.

             o   Coordination of the development of special software
                    applications.

             o   Maintenance of inventories of OIS equipment,
                    software, and applications.

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- o   Administration of the Department's microcomputer
        applications catalog.

- o   Administration of the OIS budget.

- o   Performance of the post-implementation evaluations.

- o   Coordination with the Office of Personnel and
        Training in design and delivery of OIS training.

- o   Provision of written instructions to HUD managers
        whose organizations use OIS, concerning repair of
        hardware provided by Headquarters.

c. THE OFFICE OF PROCUREMENT AND CONTRACTS (OPC)

    OPC is responsible for the procurement of OIS equipment,
    software, and services at reasonable prices and in
    compliance with Federal and Departmental procurement
    policies and regulations.

d. THE OFFICE OF PERSONNEL AND TRAINING (OPT)

    OPT is responsible for developing training programs which
    meet the needs of OIS users in a timely, effective, and
    efficient manner.

e. OFFICE OF ADMINISTRATIVE AND MANAGEMENT SERVICES (OAMS)

    OAMS is responsible for providing furniture, space,
    physical security, electrical and phone service, and
    related services in support of OIS users.

f. REGIONAL DIRECTORS OF ADMINISTRATION (DOAs)

    DOAs are responsible for coordinating administrative
    support for OIS users in the Field, including training,
    budgeting, and planning. DOAs are also responsible for
    ensuring that IPS technical approval has been obtained
    prior to procurement of OIS equipment, software, or
    services.

g. MANAGEMENT INFORMATION/MANAGEMENT SYSTEMS DIVISIONS
    (MIDs/MSDs)

    MIDs/MSDs are responsible for assisting OIS users in the
    Field in the development of requirements analyses,
    justifications for requests for OIS applications, and
    training needs assessments. MIDs/MSDs are also
    responsible for coordinating communications between office
    information systems and mini or mainframe computers, and
    as necessary, setting up local area networks, and for
    provision of maintenance and technical assistance.

h. FIELD ADMINISTRATIVE OFFICERS

Field Administrative Officers are responsible for
providing administrative support to OIS users in Field
Offices, including coordination of training and assistance
in planning and budgeting.

i. HUD MANAGERS

Managers whose organizations use OIS are responsible for
ensuring the following:

o   That their organization adheres to the Departmental
    policies for acquisition of OIS equipment.

o   That OIS equipment, software, data and applications
    are used in an effective and efficient manner and
    only for HUD work.

o   That OIS software and equipment are protected from
    theft, vandalism, copyright violation, and misuse.

o   That maintenance and technical assistance are
    obtained promptly when needed.

o   That identified training needs are met.

o   That, on an annual basis, the inventory of OIS
    equipment is verified and updated.

j. HUD EMPLOYEES

Employees who use OIS equipment or software are
responsible for the following:

o   Using OIS equipment and software only for HUD work.

o   Following applicable Departmental OIS policies and
    procedures.

o   Reporting problems with equipment promptly to the
    Office Technology Coordinator or to appropriate
    maintenance contractors if authorized to do so.

o   Attending necessary OIS training when nominated.

k. OFFICE TECHNOLOGY COORDINATORS (OTCs)

OTCs, appointed by each Regional Administrator and
Assistant Secretary or equivalent, serve as the focal
point and coordinator

for their organization's office information technology efforts. They are responsible for the following:

o   Assisting in the development of annual plans and budgets.

o   Coordinating or directing requirements analyses and reviews.

o   Coordinating and encouraging development of OIS applications.

o   Coordinating or preparing justifications for OIS equipment.

o   Overseeing OIS implementation and operations.

o   Identifying training needs and coordinating with the Regional Training Officers or the Office of Personnel and Training to ensure those needs are satisfied.

o   Coordinating input to the equipment inventories and the applications catalog.