Policy and Guidelines
For Computers in Family History Centers

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

For Stake Technology Specialists and Family History Center Directors
June 1, 2005 (Replaces November 1, 2000 Guidelines)

STAKE PRESIDENCY

The stake presidency should call and assign an assistant stake clerk to be the stake technology specialist. Among other responsibilities, the stake technology specialist is responsible for managing the computers in family history centers. The stake presidency may call additional stake technology specialists to assist with this task. In some cases ward clerks and family history center staff may also be asked to help manage the family history center computers.

STAKE TECHNOLOGY SPECIALIST

1. Takes direction from the stake presidency regarding the management of Church computers in family history centers.
2. Maintains relationship with family history center director to understand needs of family history center.
3. Serves as the principal contact with the Area Family History Support Office concerning computer hardware, software, policy, and guidelines.
4. Coordinates with other individuals assigned to help manage Church computers in the family history center.
5. Has a key to access the family history center and closets housing family history center computers and Internet hardware.
6. Maintains a current list of usernames and passwords required to manage computer hardware and software.
7. Maintains a current inventory of all hardware, with serial numbers, models, and capacities.
8. Installs and troubleshoots family history center computer hardware and software.
9. Arranges for repairs to family history center computers.
10. Protects family history center computers against viruses. (See "Virus Protection.")
11. Ensures that the Internet connection is properly filtered and protected.
12. Ensures that all computer software complies in every way with licensing agreements.
13. Ensures data is completely destroyed ("scrubbed") on computers that are retired from use in the family history center. Software for this task is available from the Area Family History Support Office for this purpose.

AREA FAMILY HISTORY SUPPORT OFFICE

Area Family History Support Offices have been established by the Family and Church History Department to support stakes with temple and family history work.

For a current listing of Area Family History Support Offices, including contact information, please see the form, Family History Computer Hardware and Software Order Form.

FAMILY HISTORY CENTER COMPUTERS

Newly approved family history centers are provided one computer and one printer. The computer and printer will be ordered by the Area Family History Support Office and shipped to the priesthood leader responsible for the new center.

Computers provided by the Area Family History Support Office are replaced after five years in the family history center. The Area Family History Support Office will ship the replacement computer to the family history center director.

Family history center computers should not be removed from the family history center unless they are being disposed of or unless directed by the Area Family History Support Office.

Laptops

Laptop computers are not provided to family history centers by the Area Family History Support Office.

Patrons may use personal laptop computers in the family history centers. For more information on connecting patron-owned hardware to a family history center Internet connection, please refer to *Family History Center Internet Use Policies,* available from the Area Family History Support Office.

Networks

A computer network may be established in the family history center.

Support for these networks is available from the Area Family History Support Office if the network is identical to the standard family history center network configuration.

Information about the standard family history center network configuration is available from the Area Family History Support Office.

INTERNET

The Internet may be used in official family history centers for family history purposes. It may also be used for other Church or educational purposes where approved by priesthood and family history center leadership. These other activities should not interfere with family history activities in the center.

For additional policies and guidelines for Internet use in the family history center, please refer to *Family History Center Internet Use Policies,* available from the Area Family History Support Office.

Internet access is installed by the Information and Communication Systems Department of the Church in buildings where official family history centers are located. Family history centers are not authorized to install Internet access through local efforts unless specifically assigned to do so by the Area Family History Support Office or the Information and Communications Systems Department.

The payment of ongoing monthly costs for Internet access in official family history centers is managed by the local Facilities Manager.

Support for Internet hardware is provided by the Information and Communication Systems Department. Please contact the Area Family History Support Office for more specific information about what Internet hardware is supported.

The Information and Communications Systems Department support structure is different in each area of the world. Please contact the Area Family History Support Office for more information about obtaining support from the Information and Communication Systems Department.

SURGE PROTECTORS, UNIVERSAL POWER SUPPLIES, CABLES

Family history center computers and printers should be protected with surge protectors. However, costs associated with surge protectors, universal or uninterruptible power supplies, and connecting cables are the responsibility of the stake.

DONATIONS

Voluntary donations of computer hardware or funds to buy new computers can be accepted, but donations should not be solicited.

Approval to accept donated computer hardware does not imply that the Area Family History Support Office will replace it when it wears out. Computer hardware that requires upgrading or repair should not be accepted.

Donations of used computers are limited to the following minimum standards:

- Pentium 500 MHZ or higher
- 128+ MB of memory
- 6.0 GB of hard disk capacity
- CD-ROM drive
- 3.5" high-density diskette drive
- Windows 2000® or above
- 101 enhanced keyboard
- VGA monitor

Please contact the Area Family History Support office for the most current minimum standards.

If a printer is offered for donation, it should be less than three years old.

Donated hardware can be accepted as charitable contributions but not as tithing-in-kind. If a donor needs a receipt, it should be provided by the stake. Receipts will be issued only for equipment that meets minimum specifications.

Offers of donated software cannot be accepted unless accompanied by valid license documentation.

If funds are donated for the purpose of purchasing a computer or printer for the family history center, the hardware should be ordered through the Area Family History Support Office using the Family History Computer Hardware and Software Order Form.

Send the completed form with a check to the Area Family History Support Office. For current prices of computers or printers, please contact the Area Family History Support Office.

For more information about donations please see the *Family History Center Operations Guide* or contact the Area Family History Support Office.

REPAIRING HARDWARE UNDER WARRANTY

Computers and printers purchased by the Church have a manufacturer's warranty. In the United States and Canada, family history center computers are covered under warranty for three years. Contact the Area Family History Support Office for warranty information for your area.

In the event a computer or printer fails during the warranty period, the stake technology specialist should contact the manufacturer to arrange for the repair.

When calling the manufacturer you will need to be at the location of the hardware and have the make, model, and serial number of the hardware ready to give to the agent.

REPAIRING HARDWARE NOT UNDER WARRANTY

Computers

If a computer malfunctions and is out of warranty but is not yet scheduled for replacement by the Area Family History Support Office, the stake technology specialist should determine if the computer meets the minimum standards for a family history computer (see "Donations") and can be repaired for less than $200 (USD). If the computer meets these criteria, the assistant stake clerk should follow the instructions under "Paying for Hardware Repairs."

Donated hardware can also be repaired using these guidelines and instructions.

Printers

If a printer malfunctions and is out of warranty, the assistant stake clerk assigned to manage Church computers should determine if the printer could be repaired for less than $100 (USD). If the printer meets this criterion, the clerk should follow the instructions under "Paying for Hardware Repairs."

Paying for Hardware Repairs

The cost for repairs to hardware not covered under warranty may be reimbursable if the hardware meets criteria.

Prior to the repair or purchase of replacement parts, the stake technology specialist must contact the Area Family History Support Office to obtain authorization. The Area Family History Support Office will assign a case number to the authorization. The stake technology specialist should document the case number for later reference.

The stake technology specialist is then authorized to make arrangements for the hardware repair and if necessary to purchase the replacement parts. The costs associated with this are paid by the stake using the "other" account, identified by using code 8 on the check. The case number for the repair authorization must also be noted on the check. The cost of repairs and replacement parts will not be reimbursed if the case number is not noted on the check.

Internet-Related Hardware

Repairs or replacement for Internet-related hardware can be authorized and provided only by the Information and Communication Systems Department. Please contact the Area Family History Support Office for more information on how to obtain repair or replacement support from the Information and Communication Systems Department.

REPLACING STOLEN OR DAMAGED COMPUTERS

The definition of a damaged computer does not include hardware that is worn out or fails in routine use. Computers that have been stolen or accidentally damaged are covered for repair or replacement by the Church's self-insurance program. This is administered by the Risk Management Division at Church headquarters.

When only part of a computer system has been stolen or damaged, such as the monitor, keyboard, or printer, do not report them as insurance losses.

When most or all of a system has been stolen or damaged, it should be treated as an insurance loss, in which case a replacement computer will be provided to the family history center. The replacement computer should not be purchased by the local unit.

To obtain a replacement computer, the stake technology specialist should report a loss involving computers on a Church Property Insurance Program Loss Report form, available from the nearest Facilities Management office. Once the form has been submitted, the stake technology specialist should contact the Area Family History Support Office to request a replacement computer.

CHURCH INTERNET-BASED FAMILY HISTORY TOOLS AND SUPPORT

Church Internet-based family history tools are available anywhere the Internet is accessible.

Local support for Church Internet-based family history tools is available from the ward family history consultant.

Ward family history consultants may contact the Area Family History Support Office for additional support.

ADDITIONAL INTERNET-BASED TOOLS AND SUPPORT

Area Family History Support Offices do not provide support for Internet-based tools that have not been developed by the Church. Support for these tools is generally provided by the company or organization that has developed the tool.

CHURCH FAMILY HISTORY SOFTWARE AND SOFTWARE SUPPORT

Computer systems provided to family history centers by Area Family History Support Offices are preloaded with the necessary software.

Local support for Church family history software is available from the ward family history consultant.

Ward family history consultants may contact the Area Family History Support Office for additional support.

ADDITIONAL SOFTWARE

Donated or purchased software may be loaded on computers in the family history center if it does not interfere with Church software and Church Internet-based tools. Area Family History Support Offices do not provide support for software that has not been developed by the Church.

License documentation must be maintained for all software.

Operating Systems

Approved operating systems are available from the Area Family History Support Office for family history center computers. Computers will need to be fully capable of running the operating systems without any hardware upgrade. Contact the Area Family History Support Office to learn more about what operating systems are available or to place a request for the software.

Word Processing

Family history centers are encouraged to use OpenOffice. It includes word processing, presentation, and spreadsheet tools.

OpenOffice is available for download at www.openoffice.org, or an installation disk can be requested from the Area Family History Support Office.

Support for OpenOffice is available on the following Web site: www.openoffice.org

Virus Protection

Command Antivirus software can be downloaded from www.authentium.com/support. Regularly updated definition files are also available from the same Web site and should be downloaded frequently to properly protect family history center computers. Downloading Command Antivirus and the definition files requires the use of the user name and password that have been assigned to the Church by the software vendor.

User name: **ldsfield** (lowercase)
Password: **field12**

Technical support for Command Antivirus is not provided by the Church. Technical support is available from the vendor by phone at 1-800-423-9147 or 1-561-575-3200. Support is also available via e-mail at: support@authentium.com

A downloadable user guide and a searchable knowledge database are also available from the vendor's Web site: www.authentium.com/support.

FAMILY HISTORY COMPUTER HARDWARE AND SOFTWARE ORDER FORM

The Family History Computer Hardware and Software Order Form is used by the stake technology specialist to request hardware and software available for family history center computers.

The completed form should be sent to the Area Family History Support Office for fulfillment. See the form for a current listing of Area Family History Support Offices, including contact information.

ADDITIONAL SUPPORT

For additional support regarding policies and procedures for computers in family history centers please contact the Area Family History Support Office.

A current listing of Area Family History Support Offices, including contact information, is part of the Family History Computer Hardware and Software Order Form.