ADS Chapter 550

End-User Applications

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Functional Series 500 – Management Services
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**An asterisk and yellow highlight indicate that that adjacent material is new for this chapter or substantively revised.*

ADS 550 - End-User Applications

550.1 OVERVIEW

Effective Date: 12/22/1995

The purpose of this chapter is to provide the framework and procedures for Agency employees to (a) apply automated solutions using end-user applications that serve the needs of small groups or individuals who do not require the use of corporate information or (b) to fill an automation need that cannot be met by corporate systems or standard Agency-wide applications software. (See section **550.6** for definitions of these terms.)

550.2 PRIMARY RESPONSIBILITIES

Effective Date: 04/12/2002

a. The **Director, Bureau for Management, Office of Information Resources Management (M/IRM/OD)** is responsible for managing the design, development, and maintenance of information systems.

b. The **Bureau for Management, Office of Information Resources Management (M/IRM) and overseas network administrators** are responsible for testing and approving software installed on personal computers (PCs) and Agency-shared platforms. They are also responsible for reviewing and approving requests for the development of applications software.

c. The **Bureau for Management, Office of Information Resources Management, Systems Development and Maintenance Division (M/IRM/SDM)** is responsible for supporting Agency employees in identifying end-user application solutions to information processing requirements, and for designing, developing, and installing customized computer systems for small groups of users whose needs cannot be met by corporate or standard Agency applications.

*M/IRM/SDM is also responsible for managing a central, Agency-wide repository, i.e., storage area, of corporate data definitions, and making the repository available to end-user application designers and developers. **This function is currently under review.**

d. The **Bureau for Management, Office of Information Resources Management, Telecommunications and Computer Operations Division (M/IRM/TCO)** is responsible for the integrity of corporate computer hardware and ensuring that the Agency's electronic data processing infrastructure functions correctly.

e. **End-users** are responsible for adhering to all the policies and procedures in this chapter pertaining to the installation of software on personal computers and Agency-shared platforms, the purchase of hardware to expand or enhance the capabilities of Agency computers, and the development of applications software.

f. **Local Area Network (LAN) Administrators** are responsible for installing approved software on Agency-shared platforms.

550.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES

550.3.1 End-User Applications Software

Effective Date: 12/22/1995

Only applications software approved or developed by the Bureau for Management, Office of Information Resource Management (M/IRM) or the overseas network administrator must be installed on an Agency-shared platform.

Software that has not been purchased or developed by M/IRM or the overseas network administrator is the sole responsibility of the acquiring organization and will not be modified or maintained by M/IRM or the overseas network administrator.

a. Software installation: The installation of software on any Agency-shared platform is the prerogative of M/IRM and the overseas network administrator. To request a software installation, you must submit the software installation material and a copy of the license or Purchase Order (PO) to the network administrator in USAID Missions or the IRM Customer Support Team in USAID/Washington. The user and the purpose of the software must be identified.

b. Development of applications software: You must submit all requests for the development of applications software to M/IRM or the overseas network administrator for review and approval. The request must include information detailing the user, the purpose of the application, the funding source covering the application development and testing, and the sponsoring officer.

550.3.2 Personal Software

Effective Date: 12/22/1995

You must not install personal software on Agency computers. All software installed on Agency computer equipment must be legally obtained, job related, and must not interfere with the ability of the equipment to operate standard, Agency applications. If you, the end-user, are not certain whether software installed on a personal computer has the potential to interfere with the ability of the equipment to operate standard, Agency applications, you must submit the software to M/IRM or the overseas network administrator for testing and approval.

550.3.3 Anti-Virus Software

Effective Date: 12/22/1995

Before uploading files to an Agency PC or network from an external media, such as a diskette or CD-ROM, you must run anti-virus software to detect any potential virus. Anti-virus software is made available to users by M/IRM and is installed on Agency-shared platforms. You must save files downloaded from the Internet to a diskette and run the anti-virus software before placing them on the network or PC harddrive.

550.3.4 Hardware Expansion
Effective Date: 12/22/1995

Before purchasing hardware to expand or enhance the capabilities of any Agency computer that is connected to the USAIDNET, the user organization must obtain approval from M/IRM or the overseas network administrator to ensure that such equipment will coexist with the Agency's Technical Architecture. (See Mandatory Reference, **ADS 544**, Technical Architecture Design, Development, and Management) The user organization must bear the cost of any hardware expansion required to run other than standard, Agency applications.

550.4 MANDATORY REFERENCES

550.4.1 External Mandatory References
Effective Date: 12/22/1995

a. Federal Acquisition Regulation (FAR), Section 39.101 (Authority)

b. OMB Circular A-130 (Authority)

550.4.2 Internal Mandatory References
Effective Date: 12/22/1995

a. ADS 544, Technical Architecture Design, Development, and Management

550.5 ADDITIONAL HELP
Effective Date: 12/22/1995

There are no Additional Help documents for this chapter.

550.6 DEFINITIONS
Effective Date: 12/22/1995

The terms and definitions listed below have been included into the ADS Glossary. See the **ADS Glossary** for all ADS terms and definitions.

agency-shared platform
Hardware that is part of the Agency-supported automation network and shared by multiple users. (Chapter 550)

corporate information
Data that need to be shared among two or more Agency organizations. (Chapter 550)

corporate information systems
Systems that contain data that need to be shared among two or more Agency organizations. Corporate systems include any system that is used by or is of benefit to

more than one organization to create, update, or delete corporate data. (Chapters **543**, 550)

end-user applications
Computer software (such as Microsoft Office, Microsoft Project, etc.) that provides specific functions for an individual or small group and is not a part of processing corporate information. This software is either commercially available or a custom application. (Chapter 550)

information systems
The entire infrastructure, organization, personnel, and components for the collection, processing, storage, transmission, display, and dissemination of information. This term includes both automated and manual information systems; its acronym is "IS." (source: NSTISSI 4009) (Chapters **502**, **545**, 550, **552**, **562**)

standard Agency applications
Software that has been installed on Agency hardware that is generally available to Agency users of automation equipment. (Chapter 550)

USAID Network (USAIDNET)
This includes: a) electronic mail (e-mail), the development and dissemination of directory management procedures; b) network design and features; c) coordination of installation of local area networks (LANs); and d) utilization monitoring and performance management. (Chapters **549**, 550)

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