Notice

Date:	August 18, 2009	THE CHURCH OF
		JESUS CHRIST
To:	General Authorities; Area Seventies; Stake, Mission, and District Presidents; Bishops and Branch Presidents	OF LATTER-DAY SAINTS

From: Office of the Presiding Bishopric (Member Services Support Group, Finance and Records Department, 1-801-240-3500; Internationally, contact Administration Office)

Subject: Policies and Guidelines for Computers Used by Clerks for Church Record Keeping

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The enclosed Policies and Guidelines for Computers Used by Clerks for Church Record Keeping replaces the document of the same name dated March 2005. Please destroy all copies of that document.

In November 2008 the Family History Department issued separate guidelines for use of computers in family history centers. Please refer to that document for information specific to family history centers.

Policies and Guidelines

For Computers Used by Clerks for Church Record Keeping

August 2009

This document summarizes the current policies and guidelines for computers used by clerks for Church record keeping. Please refer to clerk.lds.org for updates and additional details.

In this document, the terms *stake president* and *stake presidency* refer also to district presidents and district presidencies. The terms *bishop* and *bishopric* refer also to branch presidents and branch presidencies. References to stakes and wards apply also to districts and branches. The term *computer* refers to all hardware of the computer except the printer, cables, and surge protectors.

Roles of the Stake Technology Specialist, the Stake Clerk, and the Stake Physical Facilities Representative

The stake presidency assigns an assistant stake clerk to be the stake technology specialist (the stake clerk could be given this assignment if necessary). The stake technology specialist serves as the wards' and stake's primary contact for technology services and electronic devices in all Church meetinghouses in the stake.

The stake clerk oversees the work of assistant stake clerks, including the stake technology specialist. Assistant stake clerks should not access confidential membership and financial records, except as requested by a bishop or the stake president.

The stake physical facilities representative is the wards' and stake's primary contact with the facilities management (FM) group. The stake technology specialist should work with the stake physical facilities representative whenever technology issues need to be coordinated with the FM group.

For details about the role of the stake technology specialist, see *Church Handbook of Instructions, Book 1: Stake Presidencies and Bishoprics* (2006), pages 141–42 and 175, and "The Stake Technology Specialist's Responsibilities for Church Computers" section of this document.

Authorized Use of Computers for Church Record Keeping

Stakes and wards in the United States and Canada are authorized to use the Member and Leader Services (MLS) software for Church record keeping. Stakes and wards outside the United States and Canada need approval from the Presiding Bishopric in order to use the MLS software.

When stakes are approved to use MLS, the administration office contacts the stake president and makes arrangements for the appropriate number of computers and printers for the stake.

When a new ward is created in a location where MLS is authorized, the stake physical facilities representative contacts the FM group, which orders the new computer and printer.

Donated Computers

Wards and stakes may not accept or use donated computers for Church record keeping.

Scheduled Replacement of Computers and Printers

Each record-keeping computer's central processing unit (CPU) is normally replaced on a five-year cycle. The stake physical facilities representative works with the FM group during

the fourth year of the computer's life so that funds from the annual plan can be requested in order to replace the CPU during the fifth year.

Repair or Replacement of Damaged or Stolen Computers and Printers

Repairs and replacements of Church record-keeping computers should be handled promptly to minimize interruption of usage.

Computers and Printers That Are under Warranty

Computers purchased by the Church have a three-year warranty. If a computer fails during the warranty period, the ward or stake should contact the computer vendor or work with the stake technology specialist to repair the computer based on the manufacturer's instructions that came with the computer.

Printers purchased by the Church have a one-year warranty. If a printer fails while it is still under warranty, the ward or stake should work with the stake technology specialist to repair the printer.

Computers That Are out of Warranty

After the manufacturer's warranty has expired, computer repairs become the responsibility of the FM group. The FM group completes a cost analysis to determine whether to repair or replace a computer that is no longer under warranty but is not yet scheduled for replacement.

Printers That Are out of Warranty

If a printer fails and it is out of warranty, the stake technology specialist determines whether the printer should be repaired or replaced. The stake physical facilities representative contacts the FM group to order repairs or a replacement. The FM group repairs or replaces the printer using operational or contingency funds.

Stolen or Vandalized Computers or Printers

If a computer or printer is stolen or vandalized, the stake physical facilities representative should contact the FM group immediately. The FM group works with Risk Management at Church headquarters to replace the equipment.

When a Ward or Stake Is Temporarily without a Computer

If a ward or stake is temporarily without a computer, it could use another ward's or stake's computer (with the stake president's approval). In MLS, add the ward or stake (see System Options), log in to the newly added ward or stake, and restore its MLS database.

Surge Protectors, Universal Power Supplies, and Cables

Ward and stake computers and printers should be protected with surge protectors. Surge protectors, universal power supplies, and connecting cables are the responsibility of the stake. Stakes are not reimbursed for these expenses.

Paper and Toner

Wards and stakes are responsible to pay for paper and toner for their printers. They are not reimbursed for these expenses.

Internet Connection

Meetinghouse Internet guidelines are available at clerk.lds.org. The stake technology specialist maintains all equipment used to connect to the Internet.

Security

Information about members, donations, and financial transactions is confidential and should be protected from unauthorized disclosure. Computers should be located in secure areas where bishopric or stake presidency members and ward or stake clerks can work with and print this confidential information in private.

The MLS database is stored on the computer's hard drive. Other confidential files should not be

stored on the hard drive. They should be saved on external media and locked in storage when not in use. Church information downloaded to personal digital assistants (PDAs) for authorized use by priesthood leaders should also be password protected. If MLS is used on a family history center computer, the MLS database should be stored on external media and locked in a secure place when not in use.

Before any record-keeping computer is retired from service, its hard drive should be completely erased (scrubbed). This is done by the ward or stake under the direction of the stake technology specialist. Software to scrub the hard drive is available at mls.lds.org. After the hard drive has been scrubbed, the stake technology specialist and the stake physical facilities representative should coordinate with the FM group to dispose of the equipment.

Software

Each ward or stake authorized to use MLS should make sure that it is using the current version. Information about version upgrades is sent directly to wards and stakes using the Messages feature in MLS. The latest version of MLS is available at mls.lds.org.

Authorized word processing, spreadsheet, antivirus, and remote access applications are also available. These applications are updated regularly. See mls.lds.org for the latest versions. The stake technology specialist is responsible for installing (quarterly) the latest security and antivirus software updates on all computers in the stake.

No other software should be purchased or installed on Church computers unless it is approved by the stake president, is appropriately licensed, and does not interfere with the operation of or compromise the security of the Church software and data already on the computer. Privately owned software should not be installed on Church computers.

Disposing of Computers from Discontinued Wards and Stakes

If a ward or stake is discontinued, follow the instructions on tech.lds.org for disposing of computers. The procedure varies depending on whether the computer is under warranty. To find the instructions, go to **tech.lds.org/wiki**, click in the wiki search box, type **"discontinuing a ward or branch"**, and click **Search**.

The Stake Technology Specialist's Responsibilities for Church Computers

The stake technology specialist has the following responsibilities for Church computers:

1. Serve as the principal contact for wards that have questions about or problems with the ward's computer.

2. Contact the Church administration office with questions or for assistance.

3. Supervise and train other clerks who help manage Church computers.

4. Install and support Church computers, and work with the stake physical facilities representative to order replacement computers.

5. Work with the stake physical facilities representative and the facilities manager to inventory computer hardware.

6. Ensure that computers, software, and confidential Church information are kept secure.

7. Ensure that backup data files are made regularly.

8. Protect Church computers against viruses or improper use.

9. Ensure that Church computers are not used for personal purposes and that privately owned software has not been installed on them.

10. Ensure that no software is installed on Church computers without the appropriate

license and that all software complies with licensing agreements.

11. Ensure that priesthood leaders and clerks do not install Church record-keeping software on their home computers, except for training purposes using test data, and that they do not reverse-engineer record-keeping software code.

12. Ensure that priesthood leaders and clerks do not use tables, schemas, or the like to create third-party or commercial software for Church record keeping.

13. Ensure that priesthood leaders who are authorized to export membership data to PDAs use passwords to protect that data in case the PDA is lost or stolen. Remind priesthood leaders to erase the membership data on their PDAs when they are released.

14. Ensure that computers are set up with the correct date and time, that this information is not changed, and that the most current version of MLS is installed.

15. Ensure that electronic equipment from a discontinued ward or stake is returned to the FM group.

16. Ensure that record-keeping data is completely erased (scrubbed) from computers that are retired from Church use.

17. Work with the administration office to repair or replace family history center computers according to the guidelines for use of computers in family history centers (issued by the Family History Department in November 2008).