Notice

Date:	March 27, 2005
To:	Stake, Mission, and District Presidents
From:	Office of the Presiding Bishopric (Member Services Support Group, Budget and Financial Services Department, 1-800-453-3860, extension 3500)
Subject:	Policy and Guidelines for Computers Used by Clerks for Church Record Keeping

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

The attached Policy and Guidelines for Computers Used by Clerks for Church Record-Keeping contains information about the following subjects for stakes, districts, wards, and branches:

- Units authorized to use computers for record keeping
- Obtaining computers for new units
- Repairing or replacing damaged computers and printers
- Cables, surge protectors, and universal power supplies
- Paper, printer drums, and toner cartridges
- Internet and online networks
- Security
- Software used on Church computers
- Discontinued units
- The stake physical facilities representative and the assistant clerk assigned to manage Church computers

The Family and Church History Department will issue separate guidelines for use of computers in Family History Centers.

This document and the one from Family and Church History replace the Policy and Guidelines dated November 1, 2000. Please destroy all copies of former policy and guidelines documents.

Policy and Guidelines

For Computers Used by Clerks for
Church Record Keeping

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

March 2005

In this document, the term *stake* also refers to *district*. The term ward also refers to *branch*. The term *computer* refers to all hardware of the computer except the printer, cables, and surge protectors.

Units Authorized to Use Computers for Record Keeping

Stakes need approval from the Presiding Bishopric in order to use Member and Leader Services (MLS) software. When stakes are approved to use MLS, the local Member and Statistical Records office will contact the stake president and will make arrangements for the appropriate number of computers and printers for the stake.

Obtaining Computers for New Units

When a new ward is created in a stake authorized to use MLS, the stake physical facilities representative contacts the FM group who will order the new computer and printer, as necessary.

Repairing or Replacing Damaged Computers and Printers

Computers and Printers Still under Warranty

Computers purchased by the Church have a three-year warranty. In the event a computer fails during the warranty period, wards should work with the assistant stake clerk assigned to manage Church computers to repair the computer based on the manufacturer's instructions that were shipped with the computer.

Warranties for printers may vary. If a printer fails while it is still under warranty, wards should work with the assistant stake clerk assigned to manage Church computers to repair the printer based on the manufacturer's instructions that were shipped with the printer.

Replacing Computers and Printers

All computers and printers will be replaced together 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 headquarters budget funds can be set aside to replace both the computer and printer during the fifth year.

Repairing or Replacing Computers That Are out of Warranty

If a computer malfunctions and is out of warranty but not yet scheduled for replacement, the ward should contact the assistant stake clerk assigned to manage Church computers and determine if the computer can be repaired for less than $150. If it can be repaired for less than $150, the assistant stake clerk makes the necessary arrangements and codes the expense in stake MLS to "Other: Authorized Computer Repairs." These repair funds will be reimbursed to the stake.

If the repairs will cost more than $150, the stake physical facilities representative should contact the FM group to order a replacement. The FM group will replace the computer using operational or contingency funds.

Repairing or Replacing Printers That Are out of Warranty

If a printer malfunctions and it is out of warranty, the ward should contact the assistant stake clerk assigned to manage Church computers. The assistant stake clerk should work with the stake physical facilities representative and FM representative to determine if contingency or operational funds are available to purchase a replacement. If not, the stake clerk should contact the local Member and Statistical Records office to order a replacement.

Replacing Stolen or Vandalized Computers or Printers

In the event computers or printers are stolen or vandalized, the stake physical facilities representative should contact the FM group. The FM group will handle all risk loss and will work with Risk Management at Church headquarters to replace the equipment.

Cables, Surge Protectors, and Universal Power Supplies

Local unit computers, printers, and modems should be protected with surge protectors. However, surge protectors, universal power supplies, and connecting cables are the responsibility of the stake. Expenses for these items will not be reimbursed.

Paper, Printer Drums, and Toner

Units are responsible to pay for paper, replacement printer drums, and toner for their printers. They will not be reimbursed for these expenses.

Internet and Online Networks

Church computers used for membership and financial record keeping are normally not connected to the Internet or any other network or bulletin board (unless MLS is used on a computer in a Family History Center). Local leaders are notified by the proper authority when the Internet is to be used for Church purposes. Special equipment is then provided.

Some Family History Centers are wired to the Internet. When this wiring is done, the clerks' offices are also wired. These connections in clerks' offices should not be used until authorization is sent from Church headquarters.

Security

Information stored on computers concerning members, donations, and financial transactions is confidential and should be protected from unauthorized disclosure. Computers should be located in secure areas where bishopric members and ward clerks can work with and print this confidential data in private.

The MLS database is stored on the 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. Information downloaded to Personal Digital Assistants for authorized use by priesthood leaders should also be password protected. If MLS is used on a Family History Center computer, its database should be stored on external media and locked in a secure place when not in use.

Software

Purchased software should only be loaded on computers if it is appropriately licensed and does not interfere with or compromise the security of the Church software and data already on the computer.

Member and Leader Services (MLS)

Each stake and ward authorized to use MLS should ensure it is using the current version.

Information about any version upgrade is sent directly to units using the MLS messages feature. Upgrades are sent to units through a download or on a compact disc.

Open Office

Open Office is an open source software product that is free. It includes presentation, word processing, and spreadsheet software. It has been preloaded on most administrative computers. If you don't have it, Open Office is available at www.openoffice.org, or it can be ordered from the administration office. If you download this software from the Internet, save the files to an external drive and then upload them to the unit computer.

Software to Clean Hard Drives

Whenever a computer used for record-keeping purposes is retired from service, the hard drive should be completely erased (scrubbed). Software to scrub the hard drive will be shipped with the replacement computer.

Antivirus Software

Command Virus software is preloaded on Church computers. Version upgrades and virus pattern updates can be downloaded from www.authentium.com/support/ downloads/commercial/Index.asp? Results=csaveast.

Click on the link that lists SMB version. Then enter the user name and password. The username is **LDSFIELD** and the password is **field12.** Save these files to an external drive and upload them to the unit computer.

Remote-Access Software

In the past, some stakes have used PC Anywhere to access ward computers from a remote site for diagnostic purposes. If stake leaders want to continue to do this, they will be responsible to purchase their own software.

As always, care should be taken to ensure security is not compromised.

Discontinued Units

In the event a unit is discontinued, the following applies:

1. *If the computer is still under warranty,* the computer should be given to the FM group. They will use it in another stake within the FM group to replace an out-of-warranty computer that may fail.
2. *If the computer is no longer under warranty,* the computer's hard drive should be scrubbed clean and the equipment disposed of properly by the assistant stake clerk, according to local laws. The stake president may also send the computer to the local Family History Center after the hard drive has been scrubbed. In so doing, the computer should replace an older computer and should not increase the number of computers in the Family History Center.

Donations

Donations of computers for local units will no longer be accepted.

The Stake Physical Facilities Representative and Assistant Stake Clerk Assigned to Manage Church Computers

The stake physical facilities representative is the principal contact with the FM group. The assistant stake clerk assigned to manage Church computers should work with the stake physical facilities representative whenever the stake needs to work with the FM group.

The stake clerk oversees the work of assistant stake clerks. Assistant stake clerks should not

access confidential membership and financial records, except as requested by a bishop or the stake president. The assistant stake clerk assigned to manage Church computers has the following responsibilities. He:

1. Serves as the principal contact for wards that have questions about or problems with the unit's computer.
2. Contacts the Church administration office with questions or for assistance.
3. Supervises and trains other clerks who help manage Church computers.
4. Works with the stake physical facilities representative to order replacement computers and installs, supports, and repairs Church computers.
5. Works with the stake physical facilities representative and facilities manager to inventory computer hardware.
6. Ensures that computers, software, and confidential Church information are secure.
7. Ensures that backup data files are made regularly.
8. Protects Church computers against viruses or improper use.
9. Ensures that Church computers are not used for private purposes and that privately owned software has not been installed.
10. Ensures that no software is installed on Church computers without the appropriate license and that all software complies with licensing agreements.
11. Ensures that ward clerks do not install Church record-keeping software on their home computers and that they do not reverse-engineer record-keeping software code.
12. Ensures that priesthood leaders and clerks do not use tables, schemas, and the like to create third party or commercial record-keeping software.
13. Ensures that authorized priesthood leaders who export membership data to PDAs use passwords to protect that data in the event the PDA is lost or stolen. Reminds priesthood leaders to erase the membership data on their PDAs when they are released.
14. Ensures record-keeping data is completely destroyed (scrubbed) on computers that are retired from Church use or that are cascaded for use in Family History Centers (the administration office can provide special software for this purpose).
15. Ensures that computers retired from Church use are disposed of properly according to local laws. (In some countries, the Church works with the computer company to provide disposal services. If this is the case in your country, information will accompany replacement computers on how to proceed.)
16. Ensures that computers are set up with the correct date and time (and that this information is not changed) and that the most current version of MLS is installed.
17. Works with the administration office to replace and repair Family History Center computers.
18. Ensures that equipment from a discontinued unit is returned to the FM group if the equipment is still under warranty. If the equipment is to be discarded, the assistant stake clerk **ensures that the hard drive is scrubbed and that the computer is disposed of according to local law.**