



**State of North Carolina
Office of Information Technology Services**

Beverly Eaves Perdue
Governor

George Bakolia
State Chief Information Officer

Memorandum

To: Agency CIOs
From: George Bakolia *GAB*
Subject: Apple Support for Consolidated Agencies
Date: August 13, 2009

The purpose of this memo is to outline the roles and responsibilities of agencies and the Office of Information Technology Services (ITS) in supporting Apple laptops and desktop personal computers.

Because of the limited number of Apple products in use throughout state government (less than one percent of total workstations), I have determined that there would be no cost savings or increased efficiency from ITS building and deploying a service to support Apple computers at this time. Therefore, support of Apple products will remain the responsibility of agencies that use them. This applies in both consolidated and non-consolidated agencies. As each agency consolidates into the shared services model, its need for Apple support will be considered in determining the deployment of IT personnel between ITS and the agency.

Agency responsibilities for supporting Apple products will include compliance with all state-mandated security requirements and ensuring that vendor-released patches are up to date, that anti-virus software is installed, running and up to date, and that all laptops are encrypted. Agencies will be responsible for any breach of the State's network or other IT infrastructure that occurs due to an Apple computer's non-compliance with State security policies.

The ITS Architecture and Engineering group has identified numerous Apple-compatible products for anti-virus, anti-spyware and laptop encryption. We will be glad to supply that information to you on request.

We have discussed this issue in CIO meetings, and we will be glad to discuss it again. Please feel free to contact me if you have any questions.