

**Functional Series 500 – Management Services**  
**ADS 550 – End-User Applications**

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\*Asterisks next to a section number in the table of contents indicate that the section is new or was substantively revised.

\*An asterisk in the body of the chapter indicates that the text of the adjacent paragraph is new or was substantively changed.

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## 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, as required in ADS 551, Data Administration, 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. [OMB Circular A-130 \(Authority\)](#)
- b. [Federal Acquisition Regulation \(FAR\), Section 39.101 \(Authority\)](#)

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

- a. [ADS 544, Technical Architecture Design, Development, and Management](#)
- b. [ADS 551, Data Administration](#)

**550.5 ADDITIONAL HELP**  
Effective Date: 12/22/1995

**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, 551)

**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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