



POLICY – 306

Rev. Level: A

February 13, 2009

MIS/IT SUPPORT REQUEST POLICY

- 1.0 Purpose.** To provide detailed guidance for requesting MIS/IT technical assistance and support through IT HELP and DATABASE HELP.
- 2.0 Scope.** All individuals who utilize technological equipment and database managed by RCWE including, but not limited to the CEO, RCWE staff, WIA Title I contractors.
- 3.0 Responsibility.**

Response Time

MIS/IT staff attempt to answer problem calls (anything which prevents basic operation of the computer, e.g., installing new software, troubleshooting, etc.) within 24 hours. During regular work hours, MIS/IT staff tries to answer all requests within four hours of their receipt.

New Accounts

If you want an account created for yourself or a new staff member, please notify the MIS/IT staff at least two weeks in advance. Though it normally does not take two full weeks to create accounts, we ask for that time to test the account and, if necessary, help set up the computer equipment. To fill out our RCWE Network User Sheet, please see the form included in the IT Information network public folder and email the form to IT HELP. Please do not send hard copy forms to request service.

Assigning/Changing Passwords

All new accounts will be initially provided with a generic password that should be changed by the end user immediately. All users of the network system will be required to change their password at least annually. See Password Policy #305 for further details regarding passwords.

Contacting MIS/IT Support

If you have problems with or questions about your computer or IT equipment, please email IT HELP for network computer problems or DATABASE HELP for database problems, rather than contacting any individual MIS/IT staff member. IT HELP and DATABASE HELP centralizes our response system so we can diagnose larger scale problems quickly. MIS/IT staff will determine when larger scale problems require backup assistance from a network consultant. By emailing IT HELP or DATABASE HELP, you will help us avoid duplicating someone else's work.



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Support Limits

MIS/IT staff support RCWE-managed equipment. No software training/support is provided. This means that personally-owned peripherals (Palm Pilots, etc.) are not supported by MIS/IT. RCWE managed cell phones are included in the technical support and assistance provided by MIS/IT staff. As always, we will do what we can to help, but our assistance with these items will be limited. Personally-owned computers, even if they are used for work, are not supported by the MIS/IT staff.

Because of limited staffing levels and the fast pace of hardware advancements, it is necessary to limit what hardware the MIS/IT staff supports. We have defined below our three levels of support.

Level 1: Full support. MIS/IT staff provides full network support as outlined above to all WIA Title I contractors.

Level 2: Limited support. MIS/IT will provide limited support on a case-by-case basis to non-WIA Title I partners and/or renters for RCWE-managed equipment.

Level 1 network problems receive the highest support priority. Level 2 network problems are considered on a case-by-case basis and are of lower priority than Level 1 support.

4.0 History.

Name	Date	Rev. Level	Description of change	Effective Date
Deb O’Neil	2/13/2009	A	New policy	7/01/2009

Auxiliary aids and services are available upon request to individuals with disabilities.
 Equal Opportunity Employer Program
 Paul Newlin – Equal Opportunity Officer
 Phone: (814) 333-1286
 TTY/TDD (814) 337-7205