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OAC: _____
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Board: _____
Other: _____

Next Review Date: 11/23

Last Reviewed: 11/20

Review Responsibility: Director of Information Technology

FCCS PROCEDURE

NO.: 12A.02

**SUBJECT: IT OFF-SHIFT SERVICE AND
SUPPORT**

Approved by: Executive Council

Effective Date: February 25, 2010

Date(s) of Revision: Oct 7, 2013; Feb 28, 2017

Responsible for Implementation: All Staff

IT Off-Shift Service and Support

The Intake and Assessment/Investigation Department operates 24x7x365. Certain services supported by IT must be made available to off-shift Intake and Assessment/Investigation personnel.

Information Technology provides off-shift coverage only for the Intake and Assessment/Investigation Department. Normal support hours for IT are from 8:00 a.m. to 5:00 p.m. on business days. All other hours are considered off-shift.

The Information Technology off-shift phone should only be used for the following incidents:

- 1) Hotline calls are not being received or recorded.
- 2) Multiple Intake users cannot perform one or more of these tasks:
 - a) Cannot print to any printer
 - b) Cannot send or receive e-mail
 - c) Cannot access files or folders
 - d) Cannot access the SACWIS application
 - e) Cannot place or receive phone calls

All other problems will be addressed during normal business/support hours, and should be reported in accordance with policy 12A.01.

Procedures:

To obtain emergency off-shift support for the types of issues listed above, please follow this procedure:

- 1) Contact the IT Service Desk at (614) 275-2534.
- 2) After the recording, select the option to connect to IT.

If you have questions or concerns about this or any other IT service process, please feel free to contact the IT Director via e-mail or telephone.