
**STOREY COUNTY ADMINISTRATIVE
POLICIES AND PROCEDURES**

NUMBER: 029
EFFECTIVE DATE: 04/17/18
REVISED: 01/13/2020
AUTHORITY: BOC
COUNTY MANAGER: AO

SUBJECT: REQUESTING IT SERVICES AND SUPPORT

I. PURPOSE/POLICY:

This policy contains the procedures for contacting the IT Department for general, project, or emergency support. The methods outlined follow a Helpdesk style queuing system. The IT Director or County Manager or Administrative Officer will assign priority as required.

II. APPLICABILITY:

This policy applies to all Storey County staff, including employees, supervisors, Department Heads, Elected Officials, Administrators and any outside vendors that may interact with the County Core Network Infrastructure.

III. PROCEDURES:

- General Support Requests – Requesting parties must email it@storeycounty.org or call 775-847-1152. Messages will be checked regularly by IT department staff. Calling staff directly or stopping staff during the course of their scheduled tasks may result in service delays.
- Project Support Requests – Requesting parties must email jdeane@storeycounty.org or call 775-847-1152 with the specific project details. Projects often require significant time and resources and need to be planned out well in advance if deadlines, budgets or a critical need exists.
- Emergency Support Requests – Emergency support requests deal with life safety issues or Declared Emergency situations and will always have the highest priority for service. Emergency support requests can be initiated 24/7/365. If possible, any and all contact methods outlined on the Emergency Contact Procedure Form that can be obtained from the IT Department may be used.

IV. EXAMPLES:

General Support Requests – Email setup or password changes, printing and scanning setup, software updates, PC upgrades and replacement, minor hardware purchases, backup strategies, network access and most requests that require less than 4 hours to complete.

Project Support Requests – Large projects that require more than 4 hours to complete, projects that have a significant impact on networking services, projects that change, modify or replace existing established processes or projects that have a budget amount over \$1500.

Emergency Support Request – Requests that directly involve life safety or significant asset risk, a Declared Emergency by the State or the County and situations that have the potential to escalate into life safety issues or threaten substantial IT infrastructure as determined by the IT Director or County Manager.

III. RESPONSIBILITY FOR REVIEW: This policy will be reviewed on an annual basis or as needed by the Information Technology Director and Administrative Officer or HR Director.