ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

CHAPTER		CHAPTER	SECTION	SUBJECT
Information Management		08	001	0005
SECTION	**SUBJECT**			
Information Systems	IT Department Technical Support			
WRITTEN BY	**REVISED BY**		**AUTHORIZED BY**	
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I.   APPLICATION:

☐ SCCCMH Board
☐ SCCCMH Providers & Subcontractors
☒ Direct-Operated Programs
☒ Community Agency Contractors
☒ Residential Programs
☐ Specialized Foster Care

II.   PURPOSE STATEMENT:

St. Clair County Community Mental Health (SCCCMH) shall ensure that staff are provided technical assistance and related equipment by the Information Technology (IT) Department in accordance with procedures delineated herein. This administrative procedure explains the IT Department support and service levels that end-users of St. Clair County Community Mental Health (SCCCMH) IT managed assets, services, and network resources can expect to receive.

III. DEFINITIONS:

None Available

IV.   STANDARDS:

A.   The goal of the SCCCMH IT Department is to provide a reliable and secure computing environment for SCCCMH owned locations and actively hired staff. Normal hours of operation for the IT Department are weekdays, 8:00 a.m. to 5:00 p.m.

B.   Planned system outages will be communicated in advance via e-mail and will be scheduled to minimize disruptions to end-users. When there is a service interruption for emergency fixes or unscheduled outages, due diligence will be taken to resolve the problem in a timely manner.

C.   All SCCCMH staff will be responsible for utilizing IT resources in a non-malicious manner and will promptly report any encountered problems to the IT Department. The Helpdesk system should be utilized to communicate issues with IT equipment and/or to request services of IT staff. A minimum of one (1) business day lead time is recommended for all presentation setup requests, as well as projects, to ensure proper scheduling and that desired deadlines are met. In an emergency situation utilizing the Helpdesk extension (x4357) is an acceptable way of contacting the IT Department.

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V.   PROCEDURES:

All SCCCMH Staff

1. IT Support Requests:

    Utilizes the Helpdesk Ticketing System to place a Helpdesk ticket or in an emergency situation calls the Helpdesk extension (x4357) or 1-810-966-5203 for IT assistance.

SCCCMH Supervisors/Leadership Team

2. New Hardware/Software:

    Submits a Helpdesk request for new IT hardware/software needed by staff. Request details should include item description, date required, and name of staff who will be utilizing new item.

3. New Employee Setup:

    Completes the new user request ticket for any new staff hired that requires access to the agency's computer network and resources. This ticket should be submitted a minimum of one (1) business day in advance of the new employee's start date. This is located on the Helpdesk Ticketing System.

4. Modifying Existing Staff Access Rights:

    Completes the User Access Request ticket for modification of any existing employee's computer network access rights, when necessary (e.g., adding or removing file folder privileges). This is located on the Helpdesk Ticketing System.

5. Employee Account Terminations:

    Notifies the IT Director or designee as soon as the separation date is known. Notification may be done in an e-mail; however, must be followed up with the program/department Supervisor completing a remove User Access Request ticket, located on the Helpdesk Ticketing System. Immediate account terminations will be completed upon verbal request from Leadership Team members and will be followed up by the IT staff ensuring that the appropriate ticket is completed.

Contract Agency Staff/Supervisors

6. SCCCMH IT Support:

    Submits an e-mail request to helpdesk@scccmh.org that need IT support or access to an existing SCCCMH system. The e-mail should contain specific details of assistance needed and include the name, company, and phone number of the person requesting assistance.

IT Staff

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7. IT Support Requests:

    Assigns a priority to Helpdesk requests based upon the "Priorities and Response Service Levels" noted in Exhibit A. Priority and Response levels may be changed by the IT Director or designee as deemed appropriate. Should a situation occur when the IT Director or designee are both unavailable then the designated IT staff will assign a priority to Helpdesk requests based upon the "Priorities and Response Service Levels" noted in Exhibit A.

8. New Hardware/Software:

    Evaluates new hardware/software requests and will obtain the Chief Executive Officer's approval, regardless of whether it is included in the current year budget. Supervisor requesting equipment will be kept updated on status of request and expected completion date.

9. New Employee Setup:

    Coordinates with requesting Supervisor for setup of equipment. IT staff will coordinate with new employee to ensure they can successfully access systems as requested, prior to closing the request when appropriate. Equipment setup for new employees will be processed within one (1) business day of submission of a new user request ticket, if required. The ticket is located on the Helpdesk Ticketing System.

10. Modifying Existing Staff Access Rights:

    Contacts requesting Supervisor to ensure they can successfully access systems/folders as requested, prior to closing the request. A modify user request ticket will be completed within one (1) business day of receipt, if required. The ticket is located on the Helpdesk Ticketing System.

11. Employee Account Terminations:

    Creates Helpdesk ticket (if not already completed via the Access Request ticket) immediately to initiate process of deactivating network accounts. The designated IT staff will contact the Supervisor to ensure all data and hardware related to account terminated is handled as desired.

12. Outage Notifications:

    Communicates to the end-users in the event of a planned or unplanned outage of any SCCCMH network/system resource.

VI.   REFERENCES:

      None Available

VII. EXHIBITS:

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     A.   IT Department – Priority & Response Service Levels

VIII.   <u>REVISION DATES</u>:

     Dates issued 07/00, 08/03, 10/03, 10/05, 02/10, 02/12, 08/12, 07/13, 07/14, 07/15, 07/16, 07/17, 07/18, 07/19, 7/20, 07/22, 07/23.

IT Department – Priority & Response Service Levels

CRISIS PRIORITY   **Anticipated Response Time*   -   Within 4 Hours**

Examples:
- Virus Infection (Detection & Resolution)
- Critical Server, Application, Network Device Outage (Disaster Recovery Level 1)
- Phone System Outage
- Employee Termination Requests designated as immediate

HIGH PRIORITY   **Anticipated Completion Time*   -   Within 8 hours**

Examples:
- Staff Workstation Outage
- Password Reset
- Employee Termination Requests
- Critical Printer Issues

MEDIUM PRIORITY   **Anticipated Completion Time*   -   Within 2 Days**

Examples:
- Access Request Ticket - Modify User Request
- Directory/File Access Privilege Requests
- System Access Request (SAR)
- File Restore

LOW PRIORITY   **Anticipated Completion Time*   -   Within 1 Week**

Examples:
- Report/Survey Requests
- Information/Training Request

PROJECTS   **Anticipated Completion Time Based Upon Requestor Needs and IT Department Staffing**

Examples:
- IT Equipment Loan/Setup/Moves/New Installations
- Assistance with New Software Product Implementations

*Times provided are based upon normal business working hours/days.