

754.2.. SUBJECT: ..TECHNOLOGY SUPPORT SERVICES REQUEST

:1.. OBJECTIVE:

- A. To describe the procedure necessary to request and obtain technology support (voice and data) installations and repair services.
- B. To ensure requests for technology support hardware and associated peripheral equipment are consistent with the overall technical direction of City-wide technology support systems.

:2.. AUTHORITY:

This procedure amended by City Council September 15, 2003.

:3.. DIRECTION:

Network Support Manager receives direction through the Systems & Networks Senior Manager.

:4.. .METHOD OF OPERATION:

A. Introduction

All additions and/or changes to the City's technology support systems are to be processed through the Technology Management Division.

B. Move and Installation Requests

- 1. Requests for technology support service relating to relocation or new installations must be submitted a minimum of two weeks before the required date by submitting a Technology Management Service Request Form. Forms must be completed as thoroughly as possible and signed by an Office Head, Division Manager or equivalent. Forms lacking sufficient information will be returned. Services and/or changes will not commence until a properly approved service request has been received.
- 2. Upon receipt of a service request, the Network Support Manager or designee will:
 - a. Make an appointment to go over requested changes, if necessary;
 - b. Purchase and/or obtain necessary services or equipment;
 - c. Schedule work to be performed;
 - d. Notify requesting agency of expected completion date and costs incurred;
 - e. Perform requested service;
 - f. Add changes to technology support records.
 - g. Requests will be handled on a first-come, first-served basis except where higher priority is maintained, such as for reasons of public safety or service related operations. Proper installation requires lead time for planning and materials acquisition. The following are the minimum lead times necessary for quality installations.
 - (1) MINOR moves and changes as a result of relocation of furniture or transfer of personnel - two (2) weeks.
 - (2) MAJOR moves and installations involving 20 or more man hours, or more than ten (10) telephone sets, or more than eight (8) data devices - five (5) weeks.

3. Since the City incurs a standard service order charge from the telephone vendor each time a service call is placed, changes to MULTISERV services will only be placed once per month, no earlier than the last Thursday of the month. Changes to central office exchange MULTISERV services include modifications to telephone features (speed dialing, call forwarding, voice mail message waiting indication, etc.), new telephone lines (for new employees, new offices, or facsimile machines), and remote data service to the administrative computer (not dial up service). Emergency requests outside this policy may be processed by memorandum from the requesting Department Director/Office Head to the Chief Information Officer, stating the emergency.
4. New telephone services will be set up with the following special features:
 - a. Speed dialing
 - b. Call forwarding
 - c. 3-way calling

Modifications to these standards will be handled on an individual basis.

C. Cost of Moves and Installations

1. The cost of minor moves will be budgeted within the Technology Management Division.
2. The cost of major moves will be budgeted and funded by the requestor. Upon receipt of the Request Form, the Network Support Manager will provide a cost estimate.
3. Funding for new installations will be the responsibility of the requestor. For new employee positions, this cost should be budgeted as part of the position request. The budget cost for a single line telephone installation is approximately \$500.00, to include the instrument, line and MULTISERV services. Refer to Management and Budget Policy.
4. The cost for changes and/or additions to data/computer services will be budgeted and funded by the requestor unless the change is minor. Upon receipt of the Request Form, the Network Support Manager, will provide a cost estimate.
5. Funds from requestor must be made available prior to work being performed.

D. Repairs and Outages

Requests for repairs or outages are to be reported to the Call Center, 246-2600. These will be handled as quickly as possible.

:5 FORMS:
Technology Management Division Request Form.

:6 COMMITTEE RESPONSIBILITIES:
None.

:7 REFERENCE:

Procedure separated from Section 754.1 on September 14, 1992, Item 3NN; amended April 19, 1993, Item VV; amended effective March 20, 1955, Item SS; amended August 31, 1998, Item 3K; April 3, 2000, Item 2PPP; amended September 15, 2003.

:8 EFFECTIVE DATE:
This procedure effective September 15, 2003.