


EEP PPM Section 7.4.3		Document No.: ADM.PRO.05.04.01	
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1.0 PURPOSE AND SCOPE

- 1.1 Purpose. The purpose of this procedure is to describe how and when to request “non-emergency” computer support.
- 1.2 Scope. This procedure applies to all EEP staff requesting “non-emergency” computer support. Non-emergency support includes problems with printers, software, hardware and other “glitches, ” along with requests for installation, moving, set-up, etc., that does not need immediate action. (Emergency support is when a problem occurs that is preventing you from completing a task that has an immediate deadline and must be rectified as soon as possible. Please communicate emergencies directly with the Network Administrator or IT Systems Specialist.)
- 1.3 Participants. This procedure applies to the following personnel:
- Network Administrator
 - IT Systems Specialist
 - EEP Staff

2.0 PROCEDURE STEPS

- 2.1 Request non-emergency computer support. EEP staff should send an e-mail to Ask.EEP@ncmail.net to request computer support for the following “non-emergency” computer problems/issues:
- Printers
 - Software
 - Hardware
 - Glitches (any)
- Along with requests for:
- moving computer equipment
 - software installation
 - equipment set-up for new staff
- 2.2 Provide IT support. The Network Administrator, the IT Systems Specialist, and Administration receive the request. Appropriate actions are taken to rectify as soon as possible.
- 2.3 Document solutions and actions. The Network Administrator or IT Systems Specialist documents solutions and actions taken.

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Using this e-mail address will allow us to:

- Ensure both IT staff is aware of the request.
- Ensure that Administration is aware of and approves the request (e.g., new software purchases, moving computer equipment).
- Create documentation of the type of issues/problems EEP faces with IT.
- Track that problems have been solved and document the methods used to solve problems.

Additional computer use\security policies are located at S:\EEP Procedures\RTI\PPPM development\LAN Administration\Policies and Guidelines.

3.0 RESPONSIBILITIES AND AUTHORITIES

Table 1 summarizes the responsibilities and authorities of key participants in this procedure.

Table 1. Responsibilities and Authorities

Step #	Procedure Step	EEP Staff	LAN Administrator	IT Systems Specialist						
1	Request non-emergency computer support	P	N	N						
2	Provide IT support		P	P						
3	Document solutions and actions		P	P						

Legend:

- P** = Primary responsibility
- A** = Assist
- RI** = Review to provide Input
- RA** = Review and Approve
- N** = Notify
- S** = Submit final output to this person

4.0 PROCEDURE FLOW DIAGRAM

None.

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5.0 REFERENCES

None.

6.0 FORMS

None.