



Haines Borough
Administrative Policy

IT Support

Applicable to: *All Employees*

Effective Date: January 29, 2018

Information Technology (IT) Support

In order to prioritize the allocation of limited IT support resources and ensure budget compliance, the borough requires staff to adhere to the following guidelines when submitting support requests:

- Requests should be directed to the borough's IT consultant – see the contact information below. Requests should *not* be directed to the library's technology coordinator.
- Requests should originate from department heads and all emails should copy the borough clerk.
- With department head approval, individual staff may initiate requests. Department heads should notify the IT consultant and the borough clerk of this approval and if it pertains to specific staff in the department. All emails should copy the associated department head.
- Support for some basic issues may be directed to borough staff in order to minimize consultant costs.
- IT equipment not owned by the borough is not supported. However, where non-borough equipment is being used for borough business, IT staff/consultant will carry out an initial assessment and provide advice about how best to resolve the problem. Any assessment or subsequent work carried-out will be scheduled at lower priority than support for borough-owned equipment.
- IT Supplies: When IT supplies are needed, please contact the Clerk's Office prior to taking anything from the IT loft. Your department may be charged for IT supplies. In an after-hours urgent situation, take the needed IT supplies and notify the Clerk's office you have done so.

Support Contact:

sysadmin@haines.ak.us

A handwritten signature in blue ink, appearing to read "Debra Schnabel", is written over a horizontal line.

Debra Schnabel
Borough Manager

July 16, 2018
Signature Date