

# **Iredell County Information Technology Services**

## **On-Call Procedures**

Due to the critical need of information systems in most all County departments, Information Technology Services has established the following procedures for on-call duty.

### **Information Technology Support Hours:**

Normal Help-Desk hours: 8:00am to 5:00pm, managed by ITS staff.

On-Call hours: After normal business hours – 5:00pm to 8:00am Monday through Friday and 5:00pm Friday to 8:00am Monday weekends  
Staffed by ITS personnel

Only critical/down servers or networks should be addressed during after-hours. Minor workstation/laptop/tablet/printer issues are not to be considered critical and will be handled during normal working hours through requests made to the ITS Help-Desk.

On-call staff can be reached using their dedicated phone line. To obtain the phone number, contact your supervisor or refer to internal County policy.

This phone number is on a schedule as outlined in the On-Call hours above.

This on-call policy applies to all County offices with the exception of ECOM/911 and Sheriff's Office. They have dedicated on-call staff and procedures. Since ITS provides Internet connectivity, it may be appropriate for on-call personnel in the aforementioned departments to contact ITS on-call personnel after normal hours only in the event of a network down emergency that extends past their operational responsibility.

Effective: November 5, 2018