CHILDREN'S NETWORK
OF SOUTHWEST FLORIDA

Policy and Procedures

DEPARTMENT NAME Information Technology	
SUBJECT IT Help Desk	**POLICY NUMBER:** IT-005
APPROVAL:	**Effective Date:** 2/3/2021	**REPLACES:** Policy dated 6-19-2017

I. **PURPOSE:** To ensure that technology support is provided in a timely and high-quality manner, a procedure has been established to report incidents to the CNSWFL IT Help Desk and assign priority levels to problems reported by users.

II. **REVIEW HISTORY:** Policy approved 6-19-2017

III. **CONTACT:** Chief Financial Officer

IV. **PERSONS AFFECTED:** All employees within the system of care who have access to CNSWFL technology.

V. **POLICY:** The IT Help Desk is established to assist CNSWFL employees and users of CNSWFL technology resolve their issues. Issues will be reported to the Help Desk for resolution.

VI. **RATIONALE:** The CNSWFL IT Department is committed to supporting the employees of CNSWFL in their technology needs, enabling them to complete business tasks, improve productivity, and to help support outcomes and impact on the community and clients we service.

VII. **CROSS REFERENCES:** Department of Children and Families contract HJ-300

VIII. **DEFINITIONS:**

Relevant Controls: The CNSWFL IT Department and our help desk services in order to assure successful management and to establish a secure information technology environment adhere to the COBIT Governance and Control Objectives established by the Information Systems Audit and Control Association (ISACA®). The following are the relevant controls applicable to our help desk services:

A. DS1.3 - A Service Level Agreement framework is in place which defines availability, reliability, performance, capacity for growth, levels of

support provided, continuity planning, security, and minimum acceptable level of satisfactorily delivered system functionality.

B. DS5.6 (key) - A security incident handling process is defined and in place to ensure appropriate, effective, and timely response to security violations.

C. DS10.2a (key) - IT management has defined and implemented a problem management system to ensure that all operational events that are not part of the standard operation (incidents, problems, and errors) are recorded, analyzed and resolved in a timely manner. The problem management system provides for adequate audit trail facilities, which allow tracing from incident to communication of underlying cause.

IX. **PROCEDURES:**

A. CNSWFL Help Desk Standards:

1. All requests, issues, incidences, and service must be associated with a **Request ID** generated by the CNSWFL IT Help Desk System before any support can be provided, and all requests must be addressed b a s e d on the priority (*Refer to the SLA table below for a description and response/resolution times for each priority*).

2. Problems and requests within each priority category will be handled on a first come, first serve basis. Users and/or management can submit a request for escalation of the request to IT Management for review.

3. Security breaches, including reported lost or stolen equipment containing client data (e.g., laptop or smartphone), are always prioritized as High and must be addressed immediately (**DS5.6**).

4. All incidents that affect processing/reporting of data in regulatory critical systems must be prioritized as High.

5.

Service Level Agreement (SLA) (DS1.3)			
Priority	Description	Est. Response Time	Est. Resolution Time*
High	Critical system is down • Functions are not usable • No workaround or alternative is available • Many end users are affected • Regulatory/legal deadlines will be missed	1 Hour	24 Hours
Medium	• Some functions are usable with several restrictions • No workaround or alternative is available • Several end users are affected	1 Day	3 Days
Normal	Minor problem • Basic functions are usable with minor restrictions • Workarounds or alternatives are available • Defect is cosmetic or simply a nuisance	3 days	5 days

Note: If the resolution requires assistance from an outside third party, the resolution time may take longer depending on the particular issue. For instance, if a computer fails as a result of defective hardware and the vendor needs to ship a component, the resolution time may be several days to a week. Moreover, lead times and possible backordering of products may affect the resolution time. Response and resolution times may be longer in the event of a natural disaster, failure of a third-party utility, or some other catastrophic event.

B. CNSWFL Help Desk Standards Part 2

1.   All requests, issues, incidences, and service should be submitted by email or the web portal whenever possible since they provide the fastest entry into our help desk system. Employees can also contact the help desk by telephone to make a request however it may not be possible to provide immediate support.

2.   Some requests require electronic approval from a manager, Executive Director, Human Resources, Finance and/or IT Director before the help desk

can start working on the request (e.g., new software/hardware requests, change requests, new hires)

3. Users are randomly selected to participate in a satisfaction survey regarding the results of requests resolved by the help desk team and are highly encouraged to provide this valuable feedback. These results are reported monthly as part of CNSWFL's key measures and are used by executive management to measure our performance and results.

4. IT Management reviews all open requests weekly and all closed requests monthly to assure that the requests are being addressed/resolved in a timely and professional manner.