Franklin County Sheriff's Office IT Response Protocol

In order to streamline support requests and better serve <u>you</u>, we are accessible by utilizing our IT Support Ticket System. The ticket system is accessible from the following link: *http://franklincountyohio.gov/fcso*

The system can be accessed from computers both inside and outside of the county network. In addition, the ticket support system website can be accessed from Smart Phone devices, e.g. iPhone, Android, Samsung Galaxy 4S, Blackberry, HTC, etc. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we will provide complete archives and history of support requests.

Please add this to your browser favorites as you will need to submit a ticket into the system for each all *non-critical IT support issues.*

In addition, as of October 17th, 2011, the IT Bureau changed its office hours of operation to better serve your needs as well as to reduce after hour calls. Department Supervisors shall determine the priority of all issues needing IT support in order to better facilitate communication and response.

When calling after hours only the following critical issues will be addressed:

> ➢ Verizon card connection problems *affecting multiple users.*
> ➢ Servers that go down, including Jail Print Servers
> ➢ Networking issues, where multiple computers are affected
> ➢ Any CAD outages
> ➢ Issues that a supervisor has deemed critical to operations

When calling during normal business hours, the following noncritical issues will be addressed:

> ➢ Verizon card connection problems *affecting individual users.*
> ➢ Any MDT/Mobile Cop, Jail, Windows, email, Justice Portal, IdentiVue passwords with exception of supervisors.
> ➢ Internet and Email set up
> ➢ All e911 issues
> ➢ General Computer issues such as viruses, ink order, CD burning, printer issues not affecting multiple users, making and finding forms.
> ➢ Any other computer issues affecting/not affecting multiple users or computers.

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Specific hours of availability for I.T. Staff are as follows (excluding holidays):

Lance Oglesbee:	Mo-Tu, Th-Fr,	4:30am-3:00pm	525-3113
Vinny Galluppi:	Mo-Th,	6:00am-4:30pm	525-2495
John Dabaie:	Mo-Th,	7:30am-6:00pm	525-2496
Shanon Crowther:	Mo-Fr,	8:30am-5:00pm	525-3114
Robert Kelly:	Mo-Th,	9:30am-8:00pm	525-2497

Questions/Concerns: Please email
fcsosupport@franklincountyohio.gov