



Information Technology and Telecommunication Services Departmental Standards and Expectations

Employees of Information Technology and Telecommunications Services are expected to adhere to the standards, policies and procedures outlined in this document. This document serves to clearly state the expectations of the management of ITTS and to advise that failure to comply with any of these procedures may result in disciplinary action which may include termination.

General Office Policies:

- ✓ Employees are expected to conduct themselves with the highest level of customer service and integrity.
- ✓ Employees are expected to refrain from making negative comments to or in the presence of users including other FSU employees, students, parents or visitors regardless of the mode of communication (i.e. on-site or off-site visit, email, fax, written or telephone). Complaints lodged against ITTS staff with regard to any negative comments or inappropriate conduct could result in further investigation. Appropriate disciplinary action may be taken against the offender should the investigation prove the allegations to be true.
- ✓ Employees are expected to maintain a professional, clean and sanitary work area as well as follow all university safety procedures.
- ✓ Employees are expected to sign in/out the departmental vehicles (carts and van) on a per use basis. These vehicles are to be utilized by the entire department and are not to be held by any individual employee for an extended period of time.
- ✓ There is to be no smoking in state vehicles including the ITTS carts and van.
- ✓ When the departmental vehicles are returned or signed back in, they should be clean and free of debris and clutter and parked in the designated areas (the van should be parked in the gated lot behind Facilities). Also, there should be no equipment left in these vehicles.

- ✓ Failure to comply with the procedures for utilizing the ITTS carts and van will result in the suspension of vehicle privileges.
- ✓ Employees are expected to maintain their Microsoft Outlook calendar with absences and appointments as this is the method used to schedule departmental meetings.
- ✓ Employees are expected to check and respond to email, voice mail and the work order system several times throughout the day to ensure all issues are addressed in a timely manner.
- ✓ Employees are expected to respect the personal property of others by refraining from handling personal items without permission by the owner.
- ✓ Employees should also respect the privacy of others by refraining from handling/reading items on others' desks or monitors, eavesdropping on conversations, knocking when requesting permission to enter and refraining from interrupting others except in the event of an emergency.
- ✓ Employees are expected to maintain an inventory of equipment provided to them and keep them up-to-date on annual basis by submitting an updated copy to ITTS administrative office.

Service Level Agreements:

- ✓ Employees must respond to work requests within four hours of receiving the request. If the work request is escalated, you must send an email to the appropriate supervisor stating the reason for the delay in responding to the request. Reasons that are deemed unacceptable by the supervisor will result in the necessary disciplinary action for the employee.
- ✓ Any work completed or in progress for an end user must be accompanied by a work request. It is the sole responsibility of the ITTS employee to ensure the work order is entered and fully documented with the explicit details of the request as well as current statuses with steps taken to resolve the issue documented as well.
- ✓ All work requests are to be closed within the appropriate timeframe as stated below:
 - Client Services tickets are to be closed within five working days
 - Application Services tickets are to be closed within 14 working days
 - Networking Services tickets are to be closed within two working days
 - Requests that cannot be closed within the allotted time must be changed to a "Project" status. If a request is changed to a project it should be setup in MS Project with scheduled tasks and due dates and uploaded to the MS Project server. Projects that are inactive or delayed for three months are to be closed with

explanation for the inactivity and noted that they can be reopened upon user request.

- ✓ In the event when one needs to prioritize work requests, following is the criteria to be used:

High Priority:

- Request for support at instructional facility such as classrooms, computer-aided laboratories
 - Public-safety related issues – including student health services operation, Campus Police requests, etc.,
 - Issues regarding disruptions in instructional delivery
 - Complete System failure (Campus network, Server Infrastructure, etc.,)
- ✓ If the work request is not closed within the allotted timeframe, you must send an email to the appropriate supervisor stating the reason for the delay in closing the request. Reasons that are deemed unacceptable by the supervisor will result in the necessary disciplinary action for the employee.
 - ✓ All employees are required to carry the department issued cellular phones/devices during the business day including while attending training, workshops and conferences (the Nextel should be charged and powered on).
 - ✓ Essential personnel responsible for critical business systems/applications should carry the department subsidized cellular phones/devices 24 hours per day, seven days per week unless otherwise specified. Essential personnel functions include, but are not limited to; security, database administration, application/server administration, network administration, email administration and backup/disaster recovery.
 - ✓ ITTS employees who directly support academic resources should carry the department subsidized cellular phones/devices while classes are in session and while academic computer labs are open to students.
 - ✓ There may also be instances when additional after-hours support is needed from specific ITTS personnel not listed above such as inclement weather postings, events sponsored by FSU/Chancellor, university accreditation support or freshman orientation activities.

Administrative Duties:

- ✓ Employees are to submit timesheets to the appropriate supervisor by 5pm on the last day of the month. Timesheets should accurately reflect actual hours worked and/or any leave used for time out of the office. The timesheet should also include comp time as well as on call time for essential personnel.

- ✓ Except in the event of emergency, all comp time must be approved in advance by the appropriate supervisor. Comp time must be tracked on employee timesheets as well as in the ITTS Comp Time Database.
- ✓ With the exception of unexpected SICK leave, all other leave must be approved at least two days in advance. Leave requests may be disapproved at the supervisor's discretion.
- ✓ Employees using SICK leave for more than two consecutive days must submit a note from a doctor to the appropriate supervisor and official records custodian.
- ✓ Employees who are habitually late or absent will be subject to disciplinary action.
- ✓ Employees are responsible for completing all administrative paperwork in accordance with Fayetteville State University and ITTS policies (example: Equipment Transfer Forms, Certificates of Inaccessibility, etc.).
- ✓ Travel authorizations and reimbursements will be prepared by the official records custodian for ITTS. Employees are responsible for providing all original receipts, trip reports, itineraries and check stubs associated with each trip and signing the appropriate paperwork prepared by the records custodian. Employees who fail to adhere to these procedures may have their traveling privileges suspended.

Appraisals and Evaluations:

- ✓ Performance Management Appraisal Forms are completed annually by the appropriate supervisor. Per Fayetteville State University policy, the following rating points will be used to assess performance in each area of responsibility outlined on the corresponding work plan for each employee:

<u>Rating Score</u>	<u>Performance Level</u>	<u>ITTS Standard of Achievement</u>
5	Outstanding	Consistently performing outside of the expected level, typically outside the employee's normal area of support, in initiatives that enhance the entire university.
4	Very Good	Consistently performing job functions above the expected level of service or outside the employee's area of support.
3	Good, Meets Expectations	Performing job functions as expected including performing research, project

		planning and implementations associated with the employee's area of support.
2	Below Good	Performing job functions associated with the employee's area of support below expectations.
1	Unsatisfactory	Consistently performing job functions associated with the employee's area of support far below expectations.

- ✓ As a member of the ITTS unit, all employees are expected to participate in departmental elections, problem solving committees, hiring processes, etc. as part of each employee's normal duties. Failure or refusal to participate in these activities will be reflected in the employee's annual appraisal.

Acknowledgement:

~~By signing below, I also acknowledge that I have read and understand the Information Technology and Telecommunication Services Departmental Standards and Expectations document and agree to adhere to all policies and statements within and that my failure to comply with these policies will cause me to be subject to disciplinary action, which may include termination.~~

Print Name: _____

Signature: _____ Date: _____

Refusal to Adhere to Policies:

~~By signing below, I also acknowledge that I have read and understand the Information Technology and Telecommunication Departmental Standards and Expectations document but do not agree to adhere to all policies and statements within. I understand that I may be subject to termination by refusing to adhere to the departmental policies.~~

Print Name: _____

Signature: _____ Date: _____