

POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER 15.4	PAGE NUMBER 1 of 1
	RELATED ACA STANDARDS: N/A	
CHAPTER: 15 INFORMATION TECHNOLOGY	SUBJECT: HELP DESK	
APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE:		
 9/22/15		
APPROVED FOR PUBLIC RELEASE		

- I. **AUTHORITY:** 29 Del. C. 89 §8903 (4)(5)(7)
- II. **PURPOSE:** To establish a central point of contact for all technology-related issues within the Department of Correction (DOC)
- III. **APPLICABILITY:** All DOC employees and contractors.
- IV. **DEFINITIONS:** None
- V. **POLICY:** To ensure that a central resource is available for all technology-related issues.
- V. **PROCEDURE:** The Information Technology (IT) unit has established a help desk service which is used as a central point of contact for all technology-related issues and projects. This service includes application software (i.e. DACS), computers, printers and any other peripherals connected to the State network. When an employee contacts the Help Desk, the Information Technology group generates a work order, which is then directed to the appropriate resource for resolution.

The Help Desk operates during regular business hours on Monday through Friday, 8:00 AM to 4:30 PM. Specific information regarding the Help Desk's daily operation and procedures for reporting problems after regular business hours can be found at: <http://extranet.doc.state.de.us/services/help.shtml>.