



**TECHNOLOGY MAINTENANCE  
PROCESS**

EFFECTIVE DATE 07/01/2013

SIGNATURE: \_\_\_\_\_

A handwritten signature in black ink, appearing to be "A.P.", is written over a horizontal line.

**SOP 8.6**

PROPOSED BY: Office Coordinator

**PURPOSE**

The TECHNOLOGY MAINTENANCE PROCESS, as part of the INTERNAL COMMUNICATIONS PROCESSES, is to ensure that there is a process for handling technology issues in a targeted, designated and streamlined fashion.

The TECHNOLOGY MAINTENANCE PROCESS is followed to ensure consistent control and oversight with respect to technology support, requests, and additional costs associated with tasks expected from outside technology service providers. The Office Coordinator takes on the critical role of a liaison between CSS staff and the company's technology service providers.

**SCOPE**

The TECHNOLOGY MAINTENANCE PROCESS applies primarily to the Office Coordinator and is relevant to all CSS staff.

**PROCEDURE**

The procedure requires the Office Coordinator to monitor and provide oversight and controls of technology support and maintenance for in-office and remote staff.

1. If there is an issue that needs technical support, staff contact the Office Coordinator and advise of the issue.
2. Office Coordinator will log the issue and contact the appropriate party to provide the CSS staff member with support as appropriate.



## **DOCUMENTATION / VERIFICATION**

TECHNOLOGY MAINTENANCE PROCESS includes itemized billing and finance for payment which is reviewed by the Office Coordinator and sent to the Fiscal Operations Department designee for payment. Log and tracking documentation is maintained on the shared drive as follows:

### *Location of documentation:*

- A hard copy tracking log is maintained in a binder by Office Coordinator and will be uploaded to the S drive annually.
- Billings may be accessed through the Fiscal Operations Department designee

### *Naming convention:*

- Year + Document
- Ex2017\_Academy\_of\_Arts\_and\_Sciences\_008064

### *Supporting documentation included with this process:*

1. A sample email message sent to staff advising of internet issues
2. A sample email sent to IT company requesting assistance
3. A sample page from the tech support tracking log

## **DOCUMENT HISTORY**

Orig. Date Feb. 2013

Rev. July 2013

Rev. February 2016

Rev. March 2017

## **REVIEW AND APPROVAL**

Reviewer of the TECHNOLOGY MAINTENANCE PROCESS is as follows:

Reviewed By: Management Team Date: 3/2/17

Approved By: President: David L. cash, Jr. Date: 3/2/17

The effective date is as of the date signed above. Processes are consistently reviewed and revised as necessary throughout the term. The TECHNOLOGY MAINTENANCE PROCESS may be implemented as currently written and will be formally evaluated and revised as necessary going forward.