

**IT Manual**  
**Items for Consideration**

**Telephones**

- Documentation
- Support Contacts
  - Problems, configuration changes, voice mail password resets
  - First source of support for non-Help Desk issues
  - County telecommunications manager
  - County CSR for non-routine service or equipment request
- Connecting telephones
- Configuring phones
- Voice mail
- Forwarding and transferring calls
- Special programming issues
- Non-VOIP line for use in emergencies

**Internet**

- Support contacts
  - First source of support
  - AT&T representative

- Overview
- Firewall
- Technical information

### **Office Data Network**

- Support Contacts
  - First source of support
  - Hardware and server software maintenance, network & wiring
- Connecting to the network
- Technical information

### **Wireless Access**

- Wireless access policy
- Technical Information

### **File Server**

- Support Contacts
  - First source of support
  - Hardware and server software maintenance, network & wiring
- Monthly support contract
- Mapping drives and folders
- Backups
- Documentation retention requirements
- Remote access
- Warranty information
- Technical information

### **Locked server room cabinet**

- Contents

- Keys

## **Intact Smart document management software**

### **Desktop computers**

- Support Contacts
  - First source of support
  - Hardware vendor
- File and document storage
  - Backups
- Installation of external software (prohibited)
- Program updates and security patches
- Warranty information
- Technical overview

### **Notebook and laptop computers**

- Support Contacts
  - First source of support
  - Hardware vendors
- Logging in
- Wireless network and internet access
- Security of external network connections
- Verizon Wireless mobile broadband access
- Connecting to projector or external monitor
- Installation of external software (prohibited)
- Program updates and security patches
- Warranty information
- Technical overview

### **LCD Projector:**

- Support Contacts
  - First source of support
  - Hardware vendors
  - Replacement bulbs
- Connecting to laptop
- Projector brightness
- Scheduling use of projector
- Storing projector

### **Printers and copiers**

- Support contacts
- Supplies
- Maintenance
- Technological information

### **Microsoft Outlook and Exchange**

- Support contacts
  - First source of support
  - E-mail service provider
- Software training resources
- Installing on home computer or personal laptop
- Webmail
- Blackberries and other handheld devices
- Archiving and records retention

### **Online mailing list system**

### **Online survey system**

## **Blackberries**

- Support contacts
- County contract with Spring
- Exchange integration over-the-air via Rackspace.com

## **Digital cameras**

- Support contracts
- Rechargeable batteries
- Secure Digital (SD) cards
- Technical overview

## **CLRC Profile System online software**

- Support contacts
- Profile documents
- Accessing the system

## **CLRC Website**

- Support contacts
- Static and dynamic content
- Contact us – subject categories and message routing
- Technical information
  - Domain registration
  - DNS
  - Hosting environment

