



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT POLICY

Title: <i>University Center On-Site Visits</i>	Number: PL204.0	Eff: 9/21/05 Rev: 5/3/07
Purpose: To provide equitable, state-of-the-art computer support for all University sites on a scheduled, timely basis.		
Policy: ITS staff will make scheduled monthly on-site visits to Moses Lake, Wenatchee and Yakima. By mutual agreement, visits may occasionally be by phone or remote management tool only, but must occur monthly. This does not preclude additional visits or handling of emergency situations. Westside support will be provided by the permanent Westside technician. This position will support the Des Moines, Edmonds, Green River, Olympia, and Steilacoom locations. A weekly schedule will be followed for supporting these sites.		
Procedure/Process: Each month, the designated technician will contact their assigned University Center to coordinate the visit. The contact call will be made on the same day of the month, i.e. the 1st Tuesday. The visit will be scheduled for the following week.		
Each center will have a designated contact person: see Appendix ITS will have a primary technician and alternate(s) for each center: see Appendix		
The technician will check the following prior to the visit: <ol style="list-style-type: none"> 1. Service Center for outstanding tickets for the University center 2. Contact users from Service Center incident tickets to get specific information regarding the reported problem. 3. Any information gathered while talking to the University center contact 4. Specific information from faculty or staff 5. Program or Operating System updates, patches and fixes 6. Environmental/weather considerations 7. Additional information/assignments from the CWU Project Manager for Labs and University Centers 8. Parking permit accommodations will be arranged prior to departing CWU. 		
The technician will keep in contact with the University center contact person during the week to make sure that any problem that has arisen since the initial contact is included in the task list.		
Special Considerations: Overnight visits must be approved by the Assistant Vice-President for Information Technology. When the anticipated workload is extensive, additional staff will be assigned.		
Center Visit Schedule: Wenatchee – First week of the month Moses Lake – Second week of the month Yakima – Fourth week of the month Westside – See Westside Policy and Procedure		

INFORMATION TECHNOLOGY SERVICES DEPARTMENT

400 East University Way . Ellensburg, WA 98926-7436 . Phone: 509-963-2333 . Fax: 509-963-1385
 Bouillon Hall Room 202 . Email: stephenm@cwu.edu . Home Page <http://www.cwu.edu/~its>
 CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143



CENTRAL WASHINGTON UNIVERSITY

Appendix

Center	Technician	Contact	Room	Phone	E-Mail
Des Moines	Andy Jackson (509) 963-3797	Dusty Brady	Des Moines Higher Ed Center Room 337	3810	bradyn@cwu.edu
Edmonds	Andy Jackson (509) 963-3797	Kathleen Ward Teryl Payne (alt)	Snoqualmie 105 Snoqualmie 105	3883 3770	wardk@cwu.edu paynet@cwu.edu
Green River	Andy Jackson (509) 963-3797	Jennifer Scanlon Dusty Brady (alt)	GRCC Library	253-833-9111 ext 4363 3810	Scanlonj@cwu.edu bradyn@cwu.edu
Moses Lake	Tina Klampher Chris Pratz (alt) (509)963-2001	Kim Ostrowski	1800	509-762-3603	ostrowsk@cwu.edu
Olympia	Andy Jackson (509) 963-3797	Ann Anderson	COP	2111	anderann@cwu.edu
Steilacoom	Andy Jackson (509) 963-3797	George Kuniyoshi	Olympic 330	253-964-6636	kuniyosh@cwu.edu
Wenatchee	Tina Klampher Chris Pratz (alt) (509)963-2001	Paula Dietrich	513	509-665-2600	dietricp@cwu.edu
Yakima	Chris Pratz Dave Germain (alt) (509)963-2001	Vanna Ritchey Melanie Palm (alt)	Deccio 107 Deccio 107	3715 3710	ritchiev@cwu.edu palmm@cwu.edu

INFORMATION TECHNOLOGY SERVICES DEPARTMENT

400 East University Way . Ellensburg, WA 98926-7436 . Phone: 509-963-2333 . Fax: 509-963-1385
Bouillon Hall Room 202 . Email: stephenm@cwu.edu . Home Page <http://www.cwu.edu/~its>
CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143