



# CENTRAL WASHINGTON UNIVERSITY

## INFORMATION TECHNOLOGY SERVICES DEPARTMENT POLICY

Title: <i>Off Campus Westside Policy and Procedures</i>	Number:	Eff: 3/10/08 Rev: 0
<b>Purpose:</b> To establish Westside computer technician reporting and daily activities.		
<b>Policy:</b> The Westside technician will be responsible for all CWU extension centers located in the Puget Sound area. These locations include Everett, Lynnwood, Highline, Green River, Pierce, Olympia, and any other CWU sites that may develop in these areas over time.		
<b>Procedure/Process:</b> The following procedures and processes are described for the Westside technician's daily responsibilities.		
<b>Role/Duties:</b> The Westside technician will support all Puget Sound area CWU campus faculty and staff desktop computing equipment. The Westside technician will perform the support duties as prescribed in his/her job description. All work will be communicated via Service Center and daily activity reports to the CSS manager.		
<b>Office Location:</b> <ul style="list-style-type: none"><li>• The Westside tech will maintain an office at the Lynnwood branch. This will be the starting location for each work day.</li></ul>		
<b>Daily Activities/Reporting</b> <ul style="list-style-type: none"><li>• At the start of each work day the Westside technician will email CSS his/her daily task list.</li><li>• Each week, the Westside technician will contact his/her assigned University Center to coordinate a Centers Task List.</li><li>• The Westside technician will encourage and promote the use of CWU's Service Center trouble ticket system with the CWU faculty and staff.</li><li>• The technician will check the following prior to making remote campus travel:<ol style="list-style-type: none"><li>1. Check Service Center (SC) for outstanding tickets for the University center.</li><li>2. Contact users from Service Center incident tickets to get specific information regarding the reported problem.</li><li>3. Document any information gathered while talking to the University centers contact personnel.</li></ol></li></ul>		
<b>Weekly schedule</b> <ul style="list-style-type: none"><li>• Monday: Lynnwood</li><li>• Tuesday: Des Moines</li><li>• Wednesday: As Needed, Lynnwood otherwise</li><li>• Thursday: Des Moines</li><li>• Friday: Lynnwood</li></ul>		

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