

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>Network/Technical Support Process</p>
	<p><i>Document Number:</i></p> <p>ITTP-014 Rev. 11_0406</p>
<p><i>Document Owner:</i> David Rocha</p> <p><i>Backup Owner:</i> Ben Aragon</p>	<p><i>Approver(s):</i> Melissa Otero</p>
<p><i>Parent Document:</i> Q-001, Quality Manual</p>	<p><i>Notify of Changes:</i> EOTA Employees</p>
<p><i>Referenced Document(s):</i> ITTF-018 Technical Support Log</p>	

Revision History:

Rev.	Description of Change
A	Initial Release
08_0131	Verbiage added to address off-site storage of on-site server back-up tapes.
10_0616	ITTP-013 has been combined with this process as they are very similar. ITTP-013 will be deactivated. (ITTF-019 and ITTF-018 will also be combined. ITTF-019 will be deactivated and ITTF-018 will be renamed Technical Support Log.)
11_0406	Completely reworded step 1.0 and modified verbiage for clarification

I. Purpose

To provide, determine and maintain the network, computer infrastructure, desktop computing, and telephone system resources needed by Emergency Operations Training Academy (EOTA) employees to achieve product requirements. This process also applies to receipt of a network maintenance request supporting ISDP-002, Training Production Process, or any approved EOTA process required to continually improve quality business effectiveness or enhance customer satisfaction.

II. Scope

All EOTA employees and guests requiring use of network, desktop/laptop computer, or telephone system support.

III. Responsibility

Network Administrator (NA) / Designee – Responsible for providing all network maintenance support to EOTA.

End-User– Responsible for providing accurate information in the support request and feedback to the NA throughout identification and resolution of the request, the End-user may be an EOTA employee or approved sub-contracted employee.

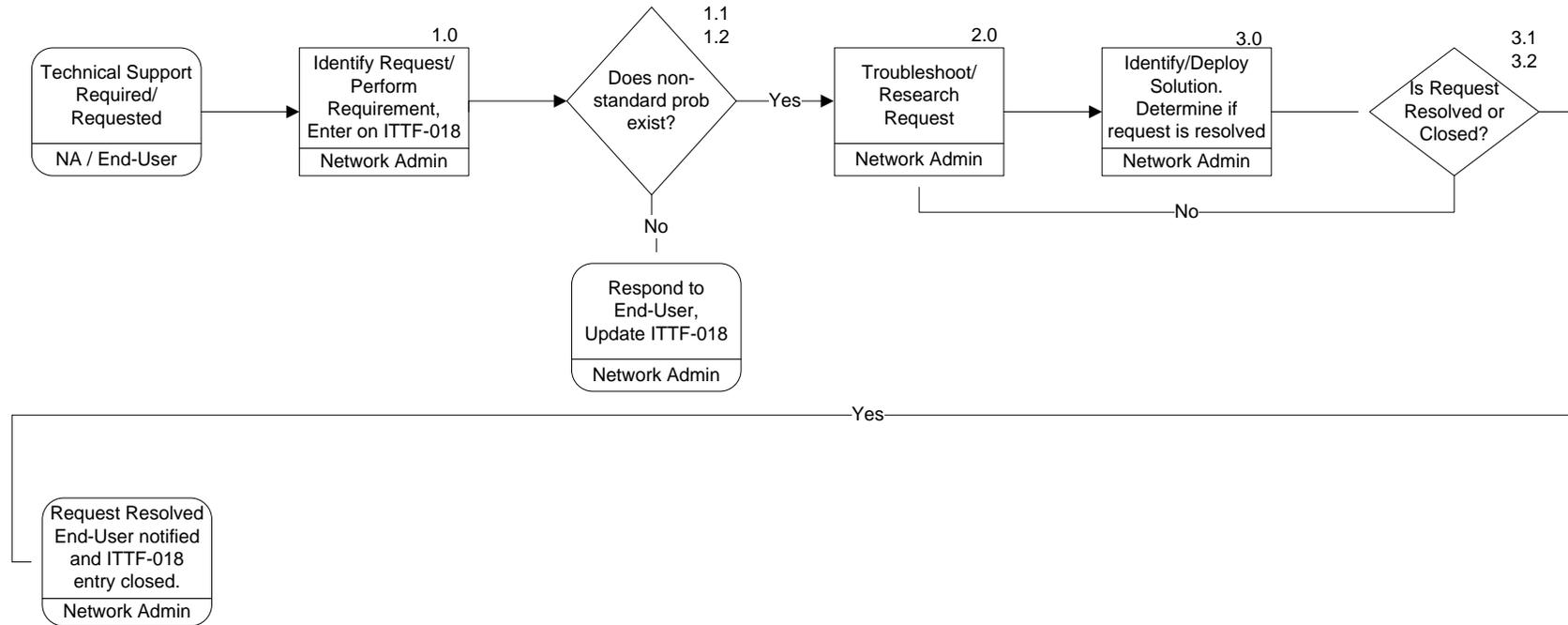
IV. Definitions

Request – Any communication from an EOTA staff member requesting network, computer, or telephone support.

Requirement – Daily Server maintenance tasks to be performed by NA.

ITTF-018, Technical Support Log – A detailed, daily annotation of EOTA staff requests for network, computer, or telephone support/maintenance requirements.

V. Process



1.0 Identify Request/Perform Requirement, Enter on ITTF-018

Upon receipt of request for network, computer, or telephone support/maintenance requirement, NA will enter request/requirement on ITTF-018, Technical Support Log. Requirement may involve routine responses to maintenance and user requirements or resolution of newly identified problems or issues. If the request relates to a common action, (i.e. software installation, desktop maintenance, etc...), the NA will accomplish the request as a routine activity. If the request is related to a non-standard need, (i.e. network malfunction, accessibility issue, etc...), the NA must take additional measures to identify and resolve the problem.

- 1.1 If a non-standard problem/issue exists, the NA will proceed to Step 2.0.
- 1.2 If a non-standard problem/issue does not exist, the NA will respond to the end-user and close the entry on ITTF-018, Technical Support Log.

2.0 Troubleshoot/Research Request

Upon identification of problem/issue, NA will research available solutions by using whatever documentation is available. This may include internet newsgroups, search engines, and manufacturer websites. Projects requiring more than two weeks coordination with others must include a project plan, timeline, and documented project management. [\(Using form yet to be developed\)](#)

3.0 Identify/Deploy Solution. Determine if Request is Resolved

NA will identify and deploy the best possible solution to resolve the problem/issue while preserving the conformity/integrity of any property (real or intellectual) belonging to the end user.

- 3.1 If the request is resolved, or a decision is made to close the request, the NA will notify the end-user and close the entry on ITTF-018, Technical Support Log.
- 3.2 If the request is not resolved, the NA will proceed to Step 2.0.

Note: As part of the network maintenance activities, the NA will ensure that nightly, a tape backup of all work and products is performed. On-site server will be backed up by the network administrator. Back-up tapes will be stored in a secured, fire-resistant lockbox in the Server Room 6 of the Newport 9 Building (2201 Buena Vista SE). A duplicate back-up tape will be made and stored off-site in a secured, fire-resistant lockbox in the Server Room of Classroom B of Schaffer Building (2309 Renard Ave. SE) on a bi-weekly basis. Off-site data will be backed up by the external host.