IT SUPPORT REQUESTS

CHAPTER 10.3

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Submitted by: Office of Information & Technology	**Approved by: Chief of Fire Rescue**

Purpose:

To identify the process for reporting technical problems and technical project requests through ACFR's Office of Information and Technology. The Office of Information and Technology is staffed by two Network Specialists who are the primary IT support for Alachua County Fire Rescue. The Office of Information and Technology acts as liaison between ACFR and BOCC Information & Telecommunication Services.

Procedure:

General IT related problems and application support.

All IT related issues should be reported using the IT Support Request Form located on http://firenet:9675/portal . The only exception is connectivity related issues that prevent you from using the intranet. Once a request is submitted, an automated email is sent to the Office of Information and Technology. As the request is assigned and updated you will receive an email updating you on the status of the request.

Other means of contact are as follows:

1. If the ACFR Intranet is not available then a detailed voicemail should be left at the following numbers:
   a. Scott Fielding – (352) 942-3334
   b. Tim Davis – (352) 213-7414

2. After hours and weekend support requests will be done through your District Chief.

OIT Special Project Requests

OIT special project requests which include; data requests, enhancements, configuration changes or any new projects that could involve the Office of Information Technology should be made via the chain of command and submitted using the IT Support Request Form located on Firenet at http://firenet:9675/portal. Consideration should be given to the funding sources required for the project or request.

Should any support or project request require the assistance of the BOCC Information & Telecommunication Services, OIT will submit the required ISR

(Information & Telecommunication Services Request Form) and will act as liaison to BOCC IS.