

INFORMATION TECHNOLOGY POLICIES

A SUPPLEMENT TO THE COLLIN COUNTY HANDBOOK

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Goals and Expectation of All IT Employees

The following information will be utilized by all staff (exempt/non-exempt employees) to aid in IT specific conduct. The detail to follow will help you a better understand Collin County's expectations within Information Technology.

MISSION STATEMENT – The Department of Information Technology delivers qualitative and innovative information technology solutions to citizens, to the business community and to Collin County staff for convenient access to appropriate information and services.

IT DIVISIONAL GOALS

- Work with County Departments to improve business operations by thoroughly understanding business needs and by planning, implementing and managing the best information technology solutions available.
- Provide citizens, the business community and Collin County staff with convenient access to appropriate information and services through technology, teamwork and eGovernment.
- Ensure effective technical and fiscal management of the Department's operations, resources, projects and contracts.

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ORGANIZATION – On the following page you will find the current organizational chart. As the department aligns with IT best practices and a process approach some organizational changes will be necessary. We will be in transition as we create a dynamic organization prepared to respond to the needs of our customers. The organization chart distributed is in effect until modified. The Assistant Director of Information Technology will manage all supervisors and staff for projects, daily operational issues, and other related work.

ESCALATION PROTOCOL – IT management expects that you do your best to work through problems or issues directly with the source of contention utilizing your peers for assistance if needed. We further expect communication and escalation as needed to your direct supervisor where they will determine if additional escalation is necessary. All outages lasting more than 10 minutes impacting more than 10 people should be escalated to all levels of management upon IT engagement.



PERFORMANCE APPRAISALS – Written goals and objectives have been established for all employees. This will direct you in your priorities and area of focus providing clarity of roles and accountability. We are required to use the PeopleSoft Performance Base Pay system each fiscal year to document performance objectives and progress made. All new hires must have performance objectives within seven days of their start date. All employees may be subject to a 90 day written/oral reviews per the request of the immediate manager. Eligibility for increases will be based on documented successful performance according to assigned goals and objectives. Merit increases are not an entitlement and will not be given automatically because of length of service, they are performance related. We are pleased with the overall competency level of our staff, and we are confident that each of you is able to perform well. If additional training is required to achieve the performance level desired, we will work with your manager to determine viable options regarding how needed training could best be achieved.

OFFICE PROFESSIONALISM – Most members of our departments have daily contact, both by phone and in person, with a large number of employees as well as members of the public. Some of us deal with consultants, vendors, attorneys, and many others. Visitors may judge the quality of the entire organization, rightly or wrongly, according to the level of professionalism we display in our dealings with them. Our professionalism and level of customer service, both to each other and to the public, must be beyond reproach. The nature of what we do and the level of customer support we must provide may require a higher standard than

what other departments or other organizations require from their employees. Our goal for the Collin County Information Technology staff is to exemplify the highest professional standards. Therefore, the following procedures are in effect to assist us in achieving that goal.

COURTESY – Commissioners should be addressed as “Commissioner” and Judges as “Judge” at all times. This applies to everyone, both over the phone and in person, regardless of their appearance or how they speak to you or any other factor. Everyone who enters our offices must be treated with professionalism, courtesy, dignity and respect. Everyone should be attended to as quickly as possible, offered a seat if they have to wait, or referred to the proper person who can assist them. We are all responsible for professional courtesy to phone and office visitors and for assistance to them if needed. It should go without saying, but we will say it, that we expect each of you to exhibit the same level of courtesy to your fellow employees within the department. Being abrupt or discourteous to anyone for any reason is not acceptable office behavior, regardless of how other employees or work situations try your patience. Your position requires the ability to deliver quality employee service regardless of circumstances, and you are in your position because you have demonstrated your ability to do so.

*"Weakness of attitude becomes
weakness of character."
Albert Einstein*

TEAM EFFORT AND COOPERATIVENESS –

Cooperation and willingness to help each other is a strong point of our department. We appreciate how willing each of you has been to accept new assignments and to fill in where needed. It is sometimes difficult to balance your own workload with special meetings and other requests. However, none of us should be “too busy” to help others. If you find yourself in that situation, please speak with your supervisor or to the IT Assistant Director/IT Director to find solutions and let us know if you need the help of others. Supervisors will assign team projects or work assistance when necessary. Otherwise, work assignments are to be completed on an individual basis and in a timely manner that is agreed upon by you and your supervisor or manager.

ATTENDANCE, PTO, COMP TIME – Your position is important to the successful operation of the Department, or it would not be in the budget. Each of us provides specialized employee services to other employees and the general public. If you are absent, someone else must fill in for you to provide consistent, dependable service. Therefore, regular attendance is expected. All tracking of attendance is completed in the PeopleSoft system. Everyone has the responsibility to enter their own time into the timesheets area by noon on Friday. For non-exempt employees you are required to badge in and out four times during the day: 1) badge in when you arrive to work, 2) badge out for lunch, 3) badge in from lunch, 4) badge out at the end of your shift. If you forget to badge please notify your manager immediately to correct. It is expected that corrections will not be needed more than a couple of times a month if at all. The guidelines for attendance are as follows:

1) Excessive and/or unauthorized absences and/or abuse of PTO are cause for disciplinary action up to and including termination of employment.

2) Time off requests are to be submitted in accordance with any project calendar, project milestone dates or other time based objectives for any project an employee is identified as a project resource. In the event that requested time off conflicts with a project schedule the conflict must be taken to the IT Director/Assistant IT Directors. All employees are required to log approved PTO to the IT PTO calendar and use the below guidelines to notify their manager of any time off:

- a) For 1 to 2 unplanned days off (sick) you are required to notify you manager an 1 hour before your scheduled work time. If it is more than 2 days a doctor note is required.
- b) For planned time off you are required to notify you manager 24 hours before your scheduled work time.
- c) For more than 2 planned days of PTO requires a minimum of 1 week notice prior to your time off. A turn-over document is needed to support existing projects and tasks.
- d) If you fail to meet the requirements of items 2a-c your absence is consider unexcused and will count towards the 9 non-contiguous occurrences.
- e) Some exceptions may apply. Managers must meet with the IT Director or Assistant Director for exception approval.

3) Our department standard is that an employee who has used more than (9) non-contiguous occurrences of PTO in a twelve-month period may be presumed to be abusing PTO if the PTO is not documented by physician's statements.

*Einstein's definition of insanity...
"Doing the same thing over and
over again and again and
expecting different results"...*

ATTENDANCE, PTO, COMP TIME, CONTINUED...

- 4) A physician's statement including diagnosis, prognosis and needed time off from work may be requested at any time use of PTO is requested.
- 5) You must report your need for PTO to your manager as soon as you become aware of the need for the leave. Need for time off must be requested by you directly to your immediate manager, not to co-workers, not by other employees or spouse.
- 6) Comp Time must be approved by your immediate supervisor prior to accumulation.
- 7) Lunch breaks neither should nor routinely be extended more than one hour, and advance approval from your manager must be obtained in advance for exceptions. Any employee requiring lunch breaks to be taken at a different time than normal for extended amount of time must have approval of the immediate manager.
- 8) For all new employees there is a 6 month wait period before PTO time can be used and absences must be kept to a minimum. Any time missed during the first 6 months will be either deducted from accrued compensation time (approved by immediate manager) or from the CTO bank, for qualifying circumstances. Otherwise it will be recorded as a "no-pay" status.
- 9) Also, please keep tardiness to a minimum. If you have obligations (meetings) where you think you may be running late, please contact meeting organizer immediately. If you expect to be more than 20 minutes late to work, please contact your immediate supervisor as well as the Office Administrator. Time should be made up within the week.

"We can't solve problems by using the same kind of thinking we used when we created them." Albert Einstein

- 10) If an employee becomes ill while on the job you are required to inform your immediate manager via in person or phone call. If manager can not be reached please inform the IT Director/Assistant Director and email your immediate manager.

VISITORS AND PERSONAL PHONE CALLS – Personal phone calls should be brief and few. At no time should personal phone calls or visiting among co-workers in the office interfere with daily business operations. Business visitors should be encouraged to conduct their business in a quiet and non-disruptive manner. Personal visitors should be encouraged to be brief and quiet. Relocate noisy groups or lengthy visitors to the hallway or conference room.

PHONES AND MESSAGES – Voice mail should not be used during normal office hours if you are in your office as callers should be able to access a person during that time. Do not put any phone other than your own either on or off voice mail unless you are directed by your supervisor to do so. Phone messages should be recorded on the standard message form (duplicate) with complete information including the full name of the person who called, the department if appropriate, and complete phone number of the caller. Sticky notes are not an appropriate means of phone message communication. Refer calls to the proper person who handles the subject of inquiry. If that person is not available, take a message. Do not attempt to answer questions outside your assigned area of responsibility. Telling the caller that someone will

PHONES AND MESSAGES CONTINUED...

get back to them is far preferable to giving the caller incorrect information. All technical calls will be logged through the Help Desk for service for Information Technology. All employees are required to change their voice mail message when you're sick, on vacation or out of the office for any reason.

NOISE LEVEL – Please be conscious of the noise level and do what you can to minimize it. This includes keeping radio volumes low, keeping loud conversations or laughter to a minimum, and walking to someone's office rather than yelling to them through the office area. Remember, other people may be on the phone and it may sound like "party time" to their callers in the background. This gives a poor impression of our office to others and can be disturbing to other workers in the area.

CROSS-TRAINING, SPECIAL TRAINING OR ASSIGNMENT OF PROJECTS – These must be approved in advance by your immediate supervisor and the IT Assistant Director/IT Director. Work divisions and job assignments are clearly outlined and will be adhered to unless an advance exception is approved for a specific purpose or period of time. Your supervisor will maintain and track these activities, including the number of employees necessary to complete the task. It is a requirement that you cross-train end users during installation or provide them proper contacts for the training. Testing systems upon completion of the project is also required.

CONFIDENTIAL INFORMATION– Confidential matters should be discussed with others only on a "need to know" basis and should never be divulged to anyone who does not have a bonafide need to know it. Confidential matters may include but are not limited to: information provided on employment applications, internal applicant information, disciplinary matters, lawsuits, wage garnishments, medical coverage information, medical conditions, personal information such as address or home phone number requested as nondisclosure, pending legal issues, any technical security information and many other items. Any person found to have released confidential information or discussed such issues with non-authorized persons may be subject to disciplinary action.

PAGERS, CELL PHONES AND BADGES – Employees issued County pagers, cell phones, and badges should have them with them at all times. Do not leave them at home, in your car or at your desk. If this should occur, please contact your supervisor and arrange to get your pager or badge immediately. It is imperative that all of you keep these items with you so you may be contacted after-hours in case of problems. Even though our department is 8–5, Monday through Friday, our systems run and are used by County employees every day of the week 24 hours a day.

REQUISITION REQUESTS – All purchase requests need to be approved by your immediate management prior to requesting a requisition. All requisition requests must go to Technical Administrative Services with manager approval to be entered and follow the IT architecture standard technical specifications defined.

TRAVEL – We have been directed by our Director of Administrative Services that there will be no out-of-state travel unless approved by Director or Assistant Director. When travel does take place we expect an out-of-office greeting on desk phone, cell phone and e-mail reply. A trip report should be submitted upon completion of trip. All proper paperwork for travel should be completed prior to travel, estimated travel forms is to be completed for travel and training. By statute, the county auditor can not pay an invoice if the purchase was not made lawfully (through the purchasing agent). All travel and training must have prior approved. Please work with the Administrative team to complete requests.

Timekeeping– All Managers are to review their employees timesheets each morning. Correction is to be made and completed each morning in order to keep an up to date timekeeping for payroll and reports. All reports should be complete for payroll by 3:00 PM every Friday.

Mileage– Employees mileage forms must be submitted the first week of each month. This allows time for Administrative Services to complete the work flow and send to Auditors office for their workflow for approval of court. Interns will not be eligible for mileage. Mileage should be at a minimal and employees are to correspond with each other to minimize the amount of mileage.

E-mails– Blind copies as well as emails are subject to the open records act. It is best practice to keep all communications transparent due to the nature of our business. If you have secure and confidential information within an email as it relates to network or server security such as pass words or IP address information, please mark these emails as secure and confidential. They are still subject to the opens records act, but must be subpoenaed.

CHANGE MANAGEMENT AND CUSTOMER NOTIFICATION – All changes to production will be logged in the change control database. This includes but is not limited to uploading of new code, configuration changes to network equipment, resetting of equipment, resetting of services. Any change associated with production should be added to the change management system with a two week advance notice to allow for appropriate customer notification. User testing is required for production changes and a back-out plan should be identified if needed. When a major change is completed notification updates are required.

PROBLEM MANAGEMENT AND ESCALATION – All outages impacting an entire department, application, an elected official, or more than ten customers for more than ten minutes will be logged into the problem management database after notifying all management of the following:

1. Customer Impact
2. Who's working on it
3. Estimated time to recovery

Upon restoration to the environment all logged outages will require a root cause analysis including how to prevent a similar outage in the future within four days of the outage. A reboot is not considered root cause.

Office Attire– Our office staff does a great job of maintaining professional standards. It may be helpful, however, to give examples of appropriate and inappropriate dress.

Appropriate: Dresses, dress pants or khakis, business suits, polo shirts, career blouses, casual pants, skirts and tops of appropriate length, dress shoes, anything tasteful and appropriate to an office environment.

Inappropriate: Bike wear, house or tennis shoes, leggings or other skin-tight slacks, snug-fit or revealing attire, mid-thigh miniskirts, any attire showing the mid-drift area, anything made of see-through fabric, buttons or fasteners on shirt or blouse open more than 4” inches below the neckline.

Remember that although Friday’s are considered “casual”, this is considered “business casual” not “weekend casual”. Jeans are fine as long as they are not tattered or excessively faded. Workout or “clean the garage” clothes is considered inappropriate even on Fridays.

*Please see your HR Employee handbook for additional dress code information.

Information Technology Policies – Goals and Expectations of All IT Employees

LETTER OF ACKNOWLEDGEMENT –I hereby acknowledge that I have received a copy of the IT Policies, goals and expectations for all IT employees. This is a supplement to the Collin County Handbook as it relates to the division of Information Technology specifics. Please sign and return this to the Office Administrator acknowledging that you have received, read, and understand these expectations. These will be placed in your IT personnel file as standard procedure. We will refresh the policies and renew acceptance of them every two years. Please call the IT Assistant Director or IT Director if you and any questions.

Employee Name (Print) _____

Employee Signature _____

Date _____

Management Acknowledgement _____