



INFORMATION TECHNOLOGY POLICY/PROCEDURE/GUIDELINES

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Approval:	Tom Shewchuk, IT Director	Page 1 of 2

1. Purpose

The purpose of this policy is to set standards for communications within the IT department. Proactive and efficient communications is desired, use of current productivity applications is encouraged and excessive and unnecessary communications should be limited as schedules change.

1.1. Rationale

- Due to the nature of our work IT employees schedules change frequently and it is imperative that when an IT resource is needed their status and whereabouts can easily be determined so the appropriate method of communications can be utilized.
- Planned activities do not need to be communicated or pushed to the IT staff. If an IT staff member needs to learn the status of another IT staff member they should reference Outlook to determine their whereabouts.
- Unplanned or emergency situations should be proactively communicated to the IT staff.
- The following methods of communications are available to IT staff: email, city phone, cell phone, Microsoft Teams, text, etc...
- As always, discretion should be used given the criticality of the situation.

2. Responsibilities

2.1. All IT Department staff will utilize the following guidelines for scheduling and communicating planned and unplanned staff activities:

Planned:

- Keep their Outlook calendar updated at all times
- Share their calendar with all IT staff and give access to view the detail of the appointment(s)
- If an IT staff member does not wish others to view the details of their appointment(s) they must mark the appointment private
- Long-term vacations leave should be communicated to all IT staff 3 days in advance to allow for any knowledge sharing

Unplanned:

- Proactively communicate to all IT staff in the case of an emergency, sickness, last minute changes, etc...

Other situations:

- Utilize good judgement and discretion as necessary

2.2. IT Department Management

- Monitoring work areas for compliance and address any incident(s) of noncompliance