

**TOWN OF DRUMHELLER
INFORMATION 2000 PROJECT**

POLICY # A-8-98

COMPUTER HARDWARE SUPPORT

POLICY STATEMENT:

1. Measures will be taken to minimize the staff downtime and loss of productivity resulting from computer malfunctions.
2. Computer hardware support will be provided through a mixture of self service, use of the expertise of the designated Systems Administrator(s), and externally-contracted support; the mixture will be designed so that use of Systems Administrators' time is minimized.

IMPLICATIONS:

1. Ease of support will be attained through the consistency of purchasing only quality brand name computer hardware, in accordance with the computer hardware standard. As few distinct models as possible will be purchased to further improve consistency. The additional costs for this hardware are justified in terms of reliability and ease of support.
2. Computer hardware will be specified to have a three year on-site manufacturer's warranty. There may be additional costs for this. As a further condition, the manufacturer must also provide toll-free phone support.
3. Systems Administrators will prepare written help procedure guides. Any documentation in these guides will be available by clicking on an icon on the computer desktop which provides instructions for the most frequently asked questions (FAQ's). Staff will be instructed to use this as the first step in solving their problems, before they contact the Systems Administrators for assistance.
4. Systems Administrators will access computer hardware support services when

Adopted by Muni2000 Steering Committee:
Dated: December 2, 1998


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Chief Administrative Officer