



Workforce Innovation and Opportunity Act (WIOA) Administrative Policy #108

Subject: Information Technology (IT) Support

Effective Date: February 15, 2018

This Administrative Policy establishes the procedures regarding Information Technology (IT) Support for covered equipment and networks issued and maintained by the Capital Region Workforce Partnership. IT support is provided through an arrangement with Henrico County. This policy provides contracted service provider staff with guidance when seeking IT support within the Capital Region's Workforce Centers, and is effective on the date of issuance.

Covered Equipment

Desktop computers	Telephones	Fax machine
Keyboards	Laptops	Connecting to the Copier
Desktop Printers	Scanners	Monitors
Resource Center Printers	Internet, including WIFI	TV Monitors

When any of the covered equipment malfunctions staff should follow the below procedure:

1. Contact Henrico County Help Desk at 804-501-HELP or extension x4957. When calling the HELP desk staff must first state they are with the CRWP, then state their name, physical location of the issue(include name of the center, and location of the equipment within the center and finally the issue). **This is the first step in all instances.**
2. The HELP desk will then assist and/or advise you on your next steps.
3. If the HELP desk indicates addition support is needed via our IT Support person (Brandon Judkins) and/or a KACE ticket must be submitted, then staff must send an email to Raymond Jones (Jon19@henrico.us) and or Mycheal Lee (Mychael.Lee@resourcewfcva.com).
The email message must include the same information provided to the HELP desk along with their recommendation. Mr. Jones will complete the KACE ticket process and update you on the status as information becomes available.
4. If replacement equipment is needed: Henrico County IT will notify CRWP staff. Contractor staff do not have authority to request purchases.

Signature: Brian K. Davis Date: 2-15-18

Brian K. Davis, Executive Director