



NEVADA DEPARTMENT OF CORRECTIONS
ADMINISTRATIVE REGULATION

**ORGANIZATION OF INFORMATION TECHNOLOGY DIVISION
ADMINISTRATIVE REGULATION 140**

SUPERSEDES: AR 140 (06/01/05); AR 140 (11/14/08); AR 140 (05/30/10); AR 140 (08/13/10); AR 140 (Temporary 04/13/15); AR 140 (05/19/15); AR 140 (Temporary 08/09/22)

EFFECTIVE DATE: August 30, 2022,

AUTHORITY: NRS 209, NRS 242

RESPONSIBILITY

The Information Technology (IT) Division has the responsibility for providing and/or coordinating all information technology (IT) and telecommunication activities and support for the Nevada Department of Corrections (the Department).

All Department staff, contract employees and volunteers, as well as all other persons who are allowed the privilege of accessing or using IT or telecommunication systems within a secure environment or directly connected to Department IT resources, are responsible for having knowledge of and complying with this regulation.

140.01 ORGANIZATION OF IT DIVISION

1. The Department will have one central IT Division that will deal with all IT and telecommunication issues.
2. The IT Division is headed by the IT Chief, who reports to the Deputy Director of Support Services, and is staffed by qualified specialists.
3. The IT Division oversees all IT and telecommunication purchases, decisions, and support issues.
4. The IT Division will implement various information and telecommunication technologies to improve and automate the Department's organization and communication, in support of the Department's mission.

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5. The IT Division will provide support for hardware, software, and telecommunication assets through warranty contracts on new equipment, time and material contracts on current assets, support contracts with software publishers and other avenues.
 6. The IT Chief will:
 - A. Represent the Department on all IT and telecommunication issues;
 - B. Develop and maintain Department standards and policies on IT and telecommunication use;
 - C. Ensure that Department policy adheres to all federal, state, and local laws, as well as State policies, governing the use of IT.
 - D. Review and approve all IT and telecommunication purchase requests prior to procurement;
 - E. Determine IT and telecommunication objectives and set priorities;
 - F. Review and determine where all hardware, software and telecommunication devices will be located and distributed within the Department; and
 - G. Work with Fiscal to ensure sufficient funds are budgeted and correctly allocated to support the Department's IT needs and goals.

140.02 ORGANIZATION OF IT HELP DESK

1. The IT Division will operate a Help Desk to coordinate, log and track all support provided directly or indirectly by the IT Division.
2. The IT Help Desk will be the official contact for all technology and telecommunication requests, issues, problems, and concerns.
3. Department staff may not call, e-mail, or otherwise contact IT staff directly for any request.
4. The IT Help Desk should be contacted as follows:
 - A. Routine requests should be submitted by one of the following:
 - 1) Employee Ticket: Complete an online employee ticket.
 - 2) Email: helpdesk@doc.nv.gov
 - 3) Phone: 775-977-5684

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- B. Emergency requests, or in cases where none of the above are available, may be submitted by calling 775-977-5684.
 - C. If any of the following occurs after 5PM or on the weekend, please call the IT Help Desk and the after-hours recording will provide you with an option to call for assistance:
 - 1) System failure where the entire institution is down;
 - 2) Key personnel cannot log in (Shift Lieutenant, Shift Sergeant, or Control Officer).
 - a) This includes both network and Nevada Offender Tracking Information System (NOTIS) log in;
 - 3) NOTIS goes down;
 - 4) Telephone system failure. In this event, please have your shift Supervisor use their cell phone or drive to the nearest phone; or
 - 5) Any situation that compromises the safety and security of the facility.
 5. When contacting the IT Help Desk, either in writing or when leaving a voice message, staff must include all pertinent information available that may assist the Help Desk in researching and resolving the request, including a minimum of the following:
 - A. Requestor's full name and position or title;
 - B. Location, including facility, area or building number, and room number or description, if applicable;
 - C. Full phone number, including facility phone number and extension, or direct line number;
 - D. Work shift or hours to contact, if applicable;
 - E. Department asset tag number or service tag number of affected equipment, if applicable;
 - F. A detailed message describing the request, issue, problem, or concern; and
 - G. Whether a problem affects more than one device or person, if applicable.
 6. Failure to contact the Help Desk via one of the approved methods, failure to leave a message, or failure to provide complete information, will be treated as though no help was requested and no ticket will be logged.

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7. When the Help Desk receives a complete request, staff will log the request as a help ticket and assign a ticket number to be used for tracking, work assignment and all follow-up communication regarding the request. An Employee Ticket will be assigned to the appropriate staff based on the nature of the issue.
 8. Help tickets will be prioritized, assigned, acted on, and escalated in a timely manner in accordance with IT operating procedures and staff availability.
 9. IT will staff the Help Desk during customary business hours on weekdays and will respond at all other times pending staff availability, as described in IT operating procedures.
 10. Staff must provide the original ticket number when contacting the Help Desk to follow up on an existing issue, or the contact will be considered a new request.
 11. If a staff member feels their request has not been handled in a timely manner, they may escalate their request through the chain of command to the IT Manager.

APPLICABILITY

1. This AR requires an Operational Procedure (OP) for the division, institution, and facility.
2. This AR requires an audit.



Charles Daniels, Director



Date