IST Department of the Public School Facilities Authority

Orientation for New Hires

Overview of IST Services

The function of the IST Department is to provide uninterrupted information systems, and end-user support services to staff of PSFA, and by extension, external stakeholders such as PSCOC, and school districts. IST provides end-user support for those systems and services enumerated in the **IT Portfolio**.

What is the IT Portfolio?

The IT Portfolio encompasses technologies approved for use within the environment. This list is the heavy-hitters, but is not exhaustive:

- email Systems
- Office Productivity Suite (Word, Excel, Outlook, etc)
- Email Security Services
- Network Security Services
- Printing / Publishing Services
- User Backup & Recovery Services
- User Portals (PSFAConnect, PSFA.fad and F/6 (FMAR), and PSFAChat (IM)
- PSFA website at nmpsfas.org
- Content Management Services
- Remote Access Services (NX and PSFAConnect)
- Internet Services (on premise)
- Cellular Telephone and /or Data Services
- Computer hardware and productivity software acquisition
- Video Conferencing and A/V in on-site conference rooms
- In-office Wi-Fi Services

The IST General **Service-Level Agreement (SLA)** supports the above services (*and more*); some services/products have their own SLA providing enhanced service support.

What is an SLA and how does it affect me?

An SLA is an *agreement* by IST to provide support services in a consistent manner reflective of both the *urgency* and *criticality* of a disruption in business operations caused by an IST system failure.

SLA's establish a users' expectation of support service given a specific issue reported in the **Help Desk Ticketing System**, SpiceWorks.

SpiceWorks Help Desk Ticketing System

IST's Help Desk ticketing system ("SpiceWorks") is where requests for IST support services are logged and tracked. The objective of using tickets to assign support work is two-fold. It provides the user a direct communication conduit to the support team and provides updates as well; it helps to prevent your teammates from experiencing the same or similar issue in the future.

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The IST Code of Conduct (Computing Policy)

The **Code of Conduct Policy** provides users' with comprehensive requirements and restrictions governing the use of information systems and technologies. The Policy is in effect to protect the user, PSFA management, and the State of New Mexico.

All staff, permanent and temporary staff are required to read and familiarize themselves with the specifics addressed within the IST Code of Conduct. Address questions regarding the Code of Conduct with your direct supervisor. (See Code of Conduct Policy here)

Question & Answer

The following address some of the most popular questions we receive:

Q: How is new technology introduced into the IST Portfolio?

A: First, IST staff review the portfolio for an existing technology investment that might 'do the trick' for fitness for use. The more data you are able to provide in your request, the better the chances of IST finding an appropriate technology.

If the technology is not available, the next step is to discuss the proposal with your supervisor, including the benefit in supporting the business process and, proposed value to the agency.

Your supervisor and IST work collaboratively provide a recommendation. The recommendation and cost/benefit analysis is routed to the Deputy Director for "spend approval" either approving or declining the recommendation. The easiest way to think of this process is like this – **every new technology purchase is an "investment" requiring additional resources and thus, should propose a valuable benefit.**

Q: An IT system/service is down. When can I expect the service to be operational again?

A: Simply put, IST uses a best-practice "triage" approach to problems resulting from system outages or failures. Agency-wide issues receives the highest-level of attention and urgency from IST support staff. Issues localized to a department, are second-highest level, issues localized to a specific user, are third highest level, and lastly, when the issue does not cause a stoppage of work, but is more a matter of convenience, then the issue is resolved as time and resources allow.

IST publishes a graph, which explains the process in further detail at the ISTD website

Q: Why do I need to submit a ticket when a call or email someone directly is easier for me?

A: Issues and service requests affect multiple users, even when it does not seem obvious as all IST systems, and people resources are shared and used by everyone concurrently. Even your laptop is "shared" in the sense it contains the very same configuration as your teammates. Reporting a problem, no matter how small, through the proper channel is **doing your part to help others** avoid a similar issue later on. Remember, the SLA applies only to issues reported through the SpiceWorks ticketing system. To make it easier for users' to report a problem, or request a service, you may also email directly to helpdesk@nmpsfa.org; doing so will create ticket for you automatically.

<p style="text-align:center">State of New Mexico Public School Facilities Authority
Technology Code of Conduct</p>

1) **"Information Technology Resources" (IT Resources)**

   a) Computer hardware, software, databases, electronic message systems, communications equipment, computer networks, telecommunications circuits and any information used to support programs or operations generated by, transmitted within, or stored on any electronic media.

2) **Use of Public School Facilities Authority (PSFA) Technology Resources**

   a) You shall use PSFA IT Resources only to conduct agency business, except for occasional and incidental personal use. Occasional and incidental use shall not interfere with your duties and shall be consistent with the policies expressed in this Code of Conduct.

   b) Electronic Instant Messaging (EIM) Systems are defined and differentiated from email, as any information technology approved software messaging system that enables PSFA employees to casually, or informally communicate with each other:

      i) You shall use EIM systems only in the normal course of conducting PSFA business;

      ii) You shall not use EIM systems for purposes that violate any other section, or subsection of this Technology Code of Conduct;

      iii) You shall not invite outside (external) parties to use, or otherwise participate in, PSFA EIM conversations;

      iv) Participants in EIMS must possess an active and legitimate PSFA email address as assigned and controlled, by PSFA Department of Information Systems and Technologies (IST); and

      v) You shall, if a Department Manager, oversee appropriate use of IM channels created by direct reports, both public and private, and allow additional channels to be created only in cases where it is reasonable for the purposes of conducting business.

   c) You shall not access or attempt to access IT Resources for which you do not have authorization by means of user accounts, valid passwords, file permissions, or other legitimate access and authentication methods. "Access" means the ability to read, change, or enter data using a computer or an information system.

   d) You shall not use IT Resources to reveal information protected by state or federal privacy or confidentiality laws, regulations, rules, policies, procedures, or contract terms.

   e) You shall not have any expectation of privacy with respect to IT Resource usage.

   f) IT Resource data may be subject to the New Mexico Inspection of Public Records Act.

   g) You shall not use IT Resources to download or distribute pirated software or data, including music or video files. "Pirated software" means licensable software for which a license has not been purchased or legally obtained.

   h) You shall not use IT Resources to knowingly propagate any type of code intended to damage, destroy, or delete a computer system, network, file or data.

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    i) You shall not use IT Resources to knowingly disable or overload any computer system or network or to circumvent any system intended to protect the privacy or security of IT Resources.

    j) You shall not access, display, distribute, edit or record pornographic or offensive material using IT Resources except in order to fulfill legitimate job responsibilities and with the written permission of your supervisor. The unsolicited receipt of pornographic or offensive material, such as might be received though e-mail, shall not constitute a violation of this provision. "Pornographic or offensive materials" means images, documents, or sounds that are:

        (1) discriminatory or harassing;

        (2) obviously defamatory or libelous;

        (3) obscene or pornographic; and/or

        (4) threatening to an individual's physical or mental well-being.

    k) You shall not use IT Resources to override or circumvent any security mechanisms belonging to PSFA or the State or to any other government agency, organization, company or individual. "Security mechanism" means a firewall, proxy, Internet address screening or filtering program, or other system installed to prevent the disruption or denial of services or the unauthorized use, damage, destruction, or modification of data and software.

    l) You shall not use IT Resources to knowingly visit websites that are likely to compromise network security.

    m) You shall not use IT Resources to encourage, aid, or engage in any illegal activity.

3) Consequences for Violating this Code of Conduct

    a) This Code of Conduct governs the conduct of all employees of the Public School Facilities Authority.

    b) Any violation of this Code of Conduct shall constitute cause for dismissal, demotion, or suspension.

    c) In addition, violating some provisions of this Code of Conduct may subject you to potential civil enforcement actions and criminal penalties under the law.

I hereby acknowledge that I have received and read the PSFA Technology Code of Conduct. I hereby agree to abide by the terms of this code as a condition of my employment.

Acknowledged:

By: _____

Name

Date: _____