

**Business Software Helpdesk  
Policies and Procedures**

**Prepared By**

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Brownsville ISD and the Business Software support area at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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# INTRODUCTION

This document has been developed by the Business Software Help Desk in order to familiarize employees with the Brownsville Independent School District and provide information about working conditions, key policies, procedures, and benefits affecting BISD employees and the BusinessPLUS Software.

## Mission Statement

The mission of the Business Software Help Desk is to provide expertise, leadership and support relative to establishing, maintaining and coordinating the necessary procedures required for the accurate functioning of the District’s HR/Payroll/Financial Management Software Applications (BusinessPLUS Software) on a manner consistent with Board Policy and statutes and standards of regulatory agencies.

## Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, The BISD Business Software Help Desk reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

# EMPLOYMENT POLICIES

## Employee Handbook and Local Policy DGBA

All Employees at the Business Software Help Desk are required to read and refer to the BISD Employee Handbook and also to the BISD Board Adopted Local Policy manual ([www.bisd.us/policy](http://www.bisd.us/policy) ). A copy of the Employee Handbook is available at each Department. Additional copies may be requested at the BISD Human Resources Department.

The purpose of the Employee Handbook is to provide information that will help with questions and pave the way for a successful year. Not all district policies and procedures are included, The Employee Handbook is not an exhaustive treatment of the law nor is it intended to substitute for advice of an attorney and does not replace the school district’s board-adopted policy manual, which contains all official policies that govern the operation of the district and your employment with the district.

The Employee handbook is neither a contract nor a substitute for the official district policy manual. Nor is it intended to alter the at-will status of non-contract employees in any way. Rather it is a guide to and a brief explanation of district policies and administrative procedures related to employment. District policies and procedures can change at any time; these changes shall supersede any handbook provisions that are not compatible with the change. For more information, employees may refer to the policy codes that are associated with handbook topics, or confer with their immediate supervisor. Policy manuals are located at the Administrator’s office campus or library and are available for employee review during normal working hours. An electronic copy of this manual is available at [www.bisd/policy](http://www.bisd/policy)

Business Software employees must follow the policies and procedures described on the Board Adopted BISD Policy Manual.

## Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When making arrangements for visitors, employees should request that visitors enter through the main reception area and sign in and sign out at the front desk.

# STANDARDS OF CONDUCT

## General Guidelines

All employees are urged to become familiar with BISD’s rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company’s business.

## Attendance and Punctuality

Business Software employees are expected to be ready to work at the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours.

## Work Schedule

Unless otherwise specified, regular full-time employees are expected to work at least forty (40) hours per workweek.

## Absence and Lateness

From time to time, it may be necessary for an employee to be late or absent from Emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of Business Software employees to contact their immediate supervisor and all affected parties if they will be absent or late.

## Meal and Break Periods

Employees are allowed a one-hour lunch break generally between the hours of 11:00 a.m. and 2:00 p.m.

BISD policy allows employees to take a rest period and provides a paid rest period of ten minutes in the morning work period and ten minutes in the afternoon work period.

## Harassment Policy

BISD does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Please refer to BISD Local Policy DGBA for more information.

## Confidential Information and Nondisclosure

Business Software Help Desk employees agree that they will not disclose or use any of BISD’s confidential information, either during or after their employment. Employment with BISD’s Business Software Help Desk assumes an obligation to maintain confidentiality at all times.

## Ethical Standards

Business Software Help Desk employees insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind this department’s great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with BISD’s principles, standards following BISD’s local and legal Board Adopted Policies.

## Dress Code

Employees of BISD are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects BISD’s reputation or image is not acceptable. Please refer to BISD employee handbook for further clarification at [www.bisd.us\policy](http://www.bisd.us\policy) .

## Use of Equipment

BISD will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of BISD—unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

## Use of Computer, Phone, and Mail

BISD’s property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business with the exception of emergencies.

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

## Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute non-company literature in work areas at any time during working time.

## Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, BISD’s Board Adopted local policy has procedures to submit a formal complaint. Please refer to BISD’s local policy for detailed information on how to submit a formal complaint. Employees who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of BISD should immediately report the violation.

## Return of Company Property

Any BISD property issued to employees, such as computer equipment, keys, parking passes or company credit card, must be returned to BISD at the time of termination. Employees will be responsible for any lost or damaged items.

# COMPENSATION POLICIES

## Timekeeping Procedures

By law, BISD is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic BISD Payroll time record each week, and time records must be completed in accordance with the BISD’s Payroll Department time-reporting guidelines.

## Overtime Pay

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. All overtime work performed must receive the supervisor’s prior authorization.

## Performance

BISD wants to help employees to succeed in their jobs and to grow. In an effort to support this growth and success, BISD has an annual review process for providing formal performance feedback. Feedback includes a Performance Evaluation.

# POLICIES AND PROCEDURES FOR CAMPUSES AND DEPARTMENTS.

## REQUESTING A NEW BUSINESS SOFTWARE USER ID.

All BISD employees who would like to have access to the BusinessPLUS Software system must fill out the required form (See APPENDICES on section 9 of this manual). The form must be signed by the Principal or Administrator and submitted to the Business Software Helpdesk Attn. Business Software Helpdesk Clerk.

* You can send it by fax 956-548-7933
* You can Drop it off at the BISD Business Software Helpdesk Department on the third floor of the BISD Administration Building Suite #303.

## REASONS TO REQUEST A NEW USER ID

There are mainly 2 reasons where you are required to request a new Business Software user id:

* If you are a new employee.
* If you were transferred to a new school or department.

## BUSINESS SOFTWARE PASSWORD POLICY

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of BISD’s security policy. All BISD Business Software users are responsible for taking the appropriate steps to select and secure their passwords.

Users need to keep all their passwords private there is no reason to share passwords with anyone. All passwords are to be treated as sensitive confidential BISD information.

Here are some guidelines on password construction:

* The Business Software password must be at least 8 character long.
* Do not use words in any language, nor slang, dialect or abbreviation.
* Do not use any personal information, birthdates, names of family members, etc.
* Make it something you can remember. For example create a password acronym based on a song title, affirmation or other phrase. For example, the phrase might be “This May Be One Way To Remember” and the password could be “TmB1w2Re” or some other variation.
* Don’t reveal a password to ANYONE. (Personally, over the phone)
* Don’t put a password on an e-mail message.
* Don’t hint at the format of a password. (e.g. “my family name” or “song title”, etc.)
* Don’t reveal a password to co-workers while on vacation
* If someone demands a password, refer them to this document or have them call the Business Software Helpdesk at 956-698-2620.
* If you suspect somebody knows your password and you wish to change it, please call the Business Software Helpdesk at 956-698-2620 and they will be happy to walk you through the process.

## THE BUSINESS SOFTWARE HELPDESK

The Business Software helpdesk has instituted policies to ensure high quality, rapid technical service to all its users.

When you contact the Business Software Helpdesk, you should be prepared to give your name and campus ID number if necessary. The helpdesk clerk will gather information about your problem and will make a determination as to the most qualified person to resolve your case. Typically this takes approximately 5-15 minutes. Sometimes you may have to call back if the solution you are given doesn’t fix the problem.

If the Helpdesk Clerk determines that your problem is more complex and is not able to solve the problem, he or she will escalate the issue to the appropriate person.

The timeframes for our responses to complex issues are determined by the severity of the case and its potential impact on the campus or department.

If there is a major issue with the Business Software system and none of the BISD resources are able to resolve it, this will have to be escalated to our Financial Software provider. Sungard Business Software.

In order to submit the issue to SunGard Business Software (the Software Vendor),The Business Software will get together with the individual of the campus or department who reported the information and will gather detailed information which will be submitted with the ticket.

The Business Software Helpdesk clerk will be in contact with you to inform you about the progress of your request.

## REQUESTING INDIVIDUALIZED TRAINING

If you feel that the Business Software documentation is not sufficient for you, you can request individualized training from the Business Software, all you need to do is call our main line and schedule an appointment at your convenience. We have an extra computer in our office where you get to do hands on training. We will do our best to meet all your Business Software training needs.

## REQUESTING ACCESS TO A BUSINESS SOFTWARE MODULE MAINTAINED BY ANOTHER DEPARTMENT.

There are some cases where departments need to request access to information on Business Software screens maintained by other departments. For any changes on security access, you must fill out a request form and have it signed by your Administrator, in this case, in addition to the Administrator’s signature, your will need to have a “Special Approval Signature”. This will allow the department in charge of the screen to be aware of who is accessing the information they maintain and it will also serve as an audit trail of who authorized the access.

## LEAVES AND ABSENCES

Please refer to BISD Employee Handbook LEAVES AND ABSENCES SECTION on the district’s website at [www.bisd.us\policy](http://www.bisd.us\policy) .

# EXPENSES

## Company Supplies, Other Expenditures

Only authorized persons may purchase supplies in the name of BISD. No employee whose regular duties do not include purchasing may incur any expense on behalf of BISD. Without a properly approved purchase order, BISD is not obligated for any purchase.

# EMPLOYEE COMMUNICATIONS

## Open Communication

Employees at the Business Software are encouraged to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Human Resources Department. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

## Staff Meetings

In order to keep the communication channels open, The BISD Business Software implements a once-a-week staff meeting. Employees will discuss any major issues or problems during the week. Employees are also encouraged to give input on how to improve the Department’s procedures. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization who will be responsible for possibly implementing them. All suggestions are valued.

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at BISD.

## Suggestions

The Business Software encourages all employees to bring forward their suggestions and good ideas about making BISD a better place to work and enhancing service to BISD and the community.

# ACKNOWLEDGMENT

I acknowledge that I have received a copy of the BISD’s Business Software Policies and Procedures, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding BISD company policies I should direct them to my manager or the Human Resources Department.

I know that BISD company policies and other related documents do not form a contract of employment and are not a guarantee by BISD of the conditions and benefits that are described within them. Nevertheless, the provisions of such BISD company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that BISD, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

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Employee’s Printed Name Position

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Employee’s Signature Date

# APPENDICES

## User request form for Business Software.