MANSFIELD ISD

TECHNOLOGY DEPARTMENT EMPLOYEE HANDBOOK

2026-2027



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Overview

This handbook provides an overview of the Technology Department's guidelines and procedures. This handbook is to be used for guidelines to clarify policy and job expectations to fit the needs of the department. This handbook is not to be considered exclusive. The handbook only highlights the Technology Department's procedures, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. The guidelines and information presented in this handbook are not a substitute for sound management, judgement, and discretion. All policies of the Mansfield ISD Board of Trustees and Staff Handbook are always to be followed. This handbook is subservient to the District's governing regulations and Board Policy Manual. In the event questions should arise over governance, the District's level of governing rules shall supersede those outlined in this Departmental manual. Each employee is responsible for adhering to all District policies, directives, and procedures.

The Technology Department reserves the right to modify, supplement, or revise any provision of this handbook from time to time as it deems necessary in its sole discretion with or without notice.

Mansfield Independent School District – Vision 2030

District Mission
To inspire and educate students to be productive citizens.

District Vision
A destination district committed to excellence.

District Values
- Students First
- Continuous Improvement
- Integrity
- Communication
- Positive Relationships
- Resiliency

District Motto
Mansfield ISD: A great place to live, learn, and teach.

Guiding Statements
1. Students will read on level or higher by the beginning of the third grade and will remain on level or higher as a MISD student.
2. Students will demonstrate mastery of Algebra II by the end of the eleventh grade.
3. Students will graduate life ready.
4. Students will graduate college and/or career ready.

Department Mission: To provide teachers the support they need for instruction, students the tools they need for success and parents the peace of mind knowing their students are being taken care of.

Customer Service Satisfaction Expectations

As we strive to offer our customers the highest quality customer service, it is important to exhibit positive characteristics that offer quality service, promote enhancing working relationships, and contribute to student success. Each technology staff member will uphold the following standards and demonstrate the following skill sets:

- Dependability - Attend work regularly, on time, and honor commitments.
- Professionalism – Interact with stakeholders in a friendly, courteous, and respectful manner as representatives of the Technology Department and the District.
- Positivity – Uphold an optimistic, cheerful attitude and disposition always. Remain calm during stressful situations.
- Collaboration – Collaborate, assist, and work together to achieve common goals and tasks.

- Follow-Through – Strive to ensure that work, documentation, and customer care are carefully orchestrated and executed from start-to-finish in a timely manner.
- Flexibility – Remain flexible and offer alternate solutions during times of conflict.

Personnel

Attendance Guidelines

- All employees are expected to be at work every day and on time according to their assigned job duties.

Office Hours

- While office hours may vary depending on assignment and location, the main office will operate from 8:00AM – 4:30PM Monday through Friday.
- Summer hours will be determined annually by the administration.

Reporting Absences

Requesting Discretionary Time Off

Staff employees are to follow the steps below when requesting time off.

1. Leave taken at an employee's discretion that can be scheduled in advance is considered discretionary leave. An employee wishing to take discretionary personal leave must submit a request to his or her principal or supervisor 5 days in advance of the anticipated absence, except in extenuating circumstances which are determined on a case-by-case basis. The effect of the employee's absence on the educational program or department operations, as well as the availability of substitutes, will be considered by the supervisor (you must enter absence(s) in Skyward).
2. Due to the nature of our Technology workload in the month of August, Leadership will not approve absence requests except in cases of extenuating circumstances.
3. In the absence field "additional notification" in Skyward, employees must add their immediate supervisor, department secretary, and the Director of Technology.
4. Be sure to notify your immediate supervisor, the department secretary, your teammates, and those who your absence might potentially affect, prior to your absence.
5. Ensure that all responsibilities, including meetings, appointments, tasks, etc., are covered by a team member to prevent service disruptions and/or negative customer impact.

Discretionary leave shall not be allowed:

- The day before a school holiday.
- The day after a school holiday.
- On days scheduled for end-of-semester or end-of-year exams.
- On days scheduled for state accountability testing.
- On days when mandatory training is being provided.
- On the first day of instruction in any school year.
- Any workday in the month of August without the prior approval of the department director or CTO.

Calling in Sick (Non-Discretionary):

- Staff employees are responsible for notifying their immediate supervisor if they are sick (or caring for a sick family member) by phone call or text no later than 10PM the night before the absence and no earlier than 7AM the day before the absence. In addition to your supervisor, please contact the department secretary by phone or text.
- Absences must be entered in Skyward. Failure to provide appropriate notification, or abuse of leave may result in corrective action.

Non-Duty Days:

- Some employees on 226-day contracts who work the entire contract year receive 6 nonduty days per year. These non-duty days may be used as soon as they are granted and are valid for 18 months after their issuance. As a rule, any non-duty days not used by their expiration date will no longer be valid for use. An employee may ask permission of the Superintendent/Superintendent's Designee to carry over a maximum of 2 non-duty days per year.
- If an employee separates from employment with the District before his last duty day of the year, then he would not have earned his non-duty days for that year. Therefore, any non-duty days that were taken but not earned will be deducted from the final paycheck in the form of available leave or compensation if no leave time is available. Certain 226-day auxiliary positions have specific calendars designed to ensure the needs of the district are met year-round.
- Employees working in these positions do not have non-duty days allocated to them. Instead, these employees will adhere to duty day calendars with six non-working days included in place of non-duty days.

Use of Comp Time:

- The accumulation of comp-time must be preapproved prior to accumulating.
- Accumulation of time earned will apply to time worked more than 37.5 hours per work week. Accumulated compensatory time shall not exceed 9 hours at any given time. Strive to keep less than 9 hours of accrued time. An employee may use compensatory time in accordance with the District's leave policies if use does not disrupt the operations of the District or department. Comp time may not be intentionally accrued to set aside hours to request a day off.
- Earned comp time must be used before any available paid state and local leave.
- The use of comp time must be preapproved by an immediate supervisor.
- Comp time may not be indiscriminately used to leave early.
- Depending on the project type, requests to flex time must be approved by supervisors.

Calling in Late or Leaving Early:

- Staff employees must arrive on time and be prepared to begin working at their scheduled start time. Employees are responsible for notifying their immediate supervisor of late arrivals or early departures each day. Employees shall make the necessary arrangements to cover duties and responsibilities that have been scheduled. Failure to provide proper notification, or abuse of leave may result in corrective action.
- Employees must report directly to their assigned primary place of work at the start of their shift.
- Staff are strictly prohibited from stopping at an alternate district building or unauthorized location solely for the purpose of clocking in to avoid being marked tardy.
- Time spent commuting from home to an employee's primary assigned work location is <u>not</u>

considered hours worked. Clocking in prior to arriving at your designated workstation, without prior supervisory approval for district business, is a violation and may result in disciplinary action up to and including termination.

Use of Out-of-Office Reply and Voicemail

- To provide the best possible customer service, it is critical that we provide our customers and all stakeholders with notifications when we are out of the office. When out of the office, set your "Out of Office Replies." See the "Turning on Out of Office Replies" document for instructions in the Appendix Section of this handbook.
- As with emails, it is also important to offer our stakeholders notification by phone when out of the office. When out of the office, especially during extended vacations, please set your phone greeting to explain your absence. See the "Voicemail Alternate Greeting" document in the Appendix Section of this handbook.

Emergency Response Definition

- Definition: An emergency may be defined as an unforeseen combination of circumstances that calls for immediate action, such as life-threatening situations, major vandalism, extreme weather conditions, failure of fire or security alarm and other items that may affect school being open the next day.
- Response: All employees, if notified, will respond to the emergency regardless of the time of day or the day of the week. As the need arises, the department head has the authority to order mandatory overtime to accomplish the correction of the emergency, or other items, to ensure that the school may be open the next day. Failure to respond to the emergency or other scheduled work times by the employee may lead to disciplinary action and possible recommendations for termination. Each employee is responsible for keeping his/her home telephone number current with his/her immediate supervisor, and their immediate supervisor is responsible for keeping all telephone numbers current in a master file. The immediate supervisor and/or department manager will be notified of the emergency as soon as possible.

Lunch Time

- A one (1) hour lunch break is provided for a seven ½ hour (7.5) workday.
- Travel time to and from a lunch location shall be included in the one-hour break. (*Note: Summer lunch is 30 minutes.)
- If comp time will be used after the normal lunch hour, employees must request permission from their immediate supervisor prior to extending lunch break. (Example: extending lunch to take care of personal business)
- Lunch Breaks and Office Use
    - Appropriate Use of Office or Workspace: Individual offices and workstations are designated solely for conducting district business. For health, safety, and professional appearance, employees should not use offices or desks for sleeping, napping or other recreational activities during lunch breaks or at any other time during the workday.
    - We encourage all employees to step away from their workstations, utilize designated break areas or outside spaces during their lunch periods.

Visitors in the Workplace, Personal Calls, and Personal Business

- The district expects the full attention of its employees while they are working. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the workday or

during breaks or meal periods. Regardless of when any personal call is made, it shall be kept short. Employees should also limit incoming personal calls, visits, or personal transactions.

- Inappropriate use of company resources and time to participate in non-company activities (e.g. surfing the Web, online shopping, playing online games, updating resumes, etc.) during work hours is prohibited. The building or resources may not be used outside of company hours for personal use. The district's phones should be available to serve the District's customers. A pattern of frequent personal phone calls, personal visits, and/or private business dealings is not acceptable and may lead to disciplinary action.
- Non-District Staff: Non-district staff are not allowed behind the main department door without an escort or purpose. Non-district staff are not allowed to wander around freely. The technology building holds expensive assets as well as a large number of sensitive staff and student information that must be protected.
- Personal/Family Members: If you have a personal/ family member visitor please try to contain the visit to the lobby or front building area. There may be exceptions to this early morning/late in the day (with children, etc.) however, this should be consistent practice.

Employee Appraisals

- Employees will have an annual summative performance review by their direct supervisor as well as informal reviews.

Appraisals for New Employee

- It is the responsibility of the department supervisor to furnish, in writing, to the department's Director an appraisal report on each new employee hired by the department. It is the responsibility of the supervisor to inform each new employee, at the time of employment, that an appraisal will be given.

Appearance and Dress Code

- It is important that staff members present a business-like, professional image to the public. All employees are required to wear appropriate clothing when working. Board Policy requires that the dress and grooming of district employees be clean, neat, and in a manner appropriate for their assignments. This policy also states that the dress and grooming of District employees must be in accordance with any additional standards established by their supervisors and approved by the Superintendent.
- The dress and grooming of District staff shall be clean, neat, in a manner appropriate for their assignments, and in accordance with any additional standards established by their supervisors and the following:
    - Personnel shall be expected to dress in a manner that projects a professional image for the staff member, District, and community.
    - Styles of clothing for males and females shall be expected to reflect a professional and business-like demeanor.
    - Females may wear dresses or skirts shall not wear dresses or skirts that are no shorter than 5" inches above the knee.
    - If your work assignments require physical labor, movement of equipment, climbing or repairs, denim jeans can be worn in conjunction with a collared technology department shirt. Jeans may be worn with campus "spirit shirts" on Fridays or any other day designated by the administration or superintendent. Jeans must be free of rips, holes, or stains. (New staff may wear non-technology collared shirts until they are able to accumulate department shirts).

- The department will provide 1 shirt per year for staff members. Technology shirts may also be purchased by staff members using their own funds.
- Administrators and supervisors shall have the discretion to determine the appropriateness of attire for all personnel.
- District staff members' hair shall be clean, neat, and worn in a manner that will not cause disruption or distraction.

Keys and Key Cards

- Departmental keys issued to employees must always be secured. Department staff should not allow individuals to borrow their keys and/or pass codes for electronic door entries. Keys and key cards should never be shared with vendors. Access to server rooms (NOC) shall be made by designated Technology employees only and all vendors shall be escorted when server room entry is necessary. Employees who utilize a key card shall be responsible for the security of this card. These employees shall follow the procedures provided by the MISD Police Department and Technology Department for scanning in and out of buildings. Lost, stolen, or missing keys and/or key cards must be reported to the Technology administration immediately. All keys and key cards shall be cleared of rights and relinquished upon an employee's departure from the district.

Rules of Conduct

- There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. The District expects each employee to present himself or herself in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken. It is within the district's sole discretion to select the appropriate disciplinary action to be taken up to and including termination.
- The following is not a complete list of offenses for which an employee may be subject to discipline, but it is illustrative of those offenses that may result in immediate discipline, up to and including dismissal, for a single offense:
    1. Excessive absenteeism or tardiness.
    2. Dishonesty, including falsification of District-related documents, or misrepresentation of any facts.
    3. Fighting, disorderly conduct, horseplay, or any other behavior which is dangerous or disruptive.
    4. Possession of, consumption of, or being under the influence of alcoholic beverages while on District or customer premises or on District business.
    5. Illegal manufacture, distribution, dispensation, sale, possession, or use of illegal drugs or nonprescription, controlled substances.
    6. Reporting for work with illegal drugs or nonprescription, controlled substances in your body.
    7. Possession of weapons, firearms, ammunition, explosives, or fireworks on District property or customer premises. An employee that holds a license to carry a handgun may store a handgun in a locked vehicle, provided it is properly stored and not in plain sight.
    8. Failure to promptly report a workplace injury or accident involving any of the District's employees, clients, equipment, or property.
    9. Willful neglect of safety practices, rules, and policies.
    10. Speeding or reckless driving on District business.
    11. Commission of a crime, or other conduct which may damage the reputation of the District.

12. Use of profane language while on District business.

Ethical Conduct

- The Texas educator shall comply with standard practices and ethical conduct toward students, professional colleagues, school officials, parents, and members of the community and shall safeguard academic freedom. The Texas educator, in maintaining the dignity of the profession, shall respect and obey the law, demonstrate personal integrity, and exemplify honesty and good moral character. The Texas educator, exemplifying ethical relations with colleagues, shall extend just and equitable treatment to all members of the profession. The Texas educator, in accepting a position of public trust, shall measure success by the progress of each student toward realization of his or her potential as an effective citizen. The Texas educator, in fulfilling responsibilities in the community, shall cooperate with parents and others to improve the public schools of the community. (19 TAC 247.1(b)
- Employees of the district should not solicit anything of value from any person or organization with which the district has a current or potential business relationship. Employees of the district should not accept any item of value from any party in exchange for or in connection with a business transaction between the district and that other party. If you are faced with and are unsure how to handle a situation that you believe has the potential to violate this code of ethical conduct, notify your supervisor or, if unavailable, the district's Human Resources Director for advice. Violations of this code may lead to disciplinary action, up to and including termination.

Smoking

- Smoking and tobacco use are prohibited by State Law on all District property and district vehicles.

<u>Procurement</u>

Procurement Unauthorized Purchase:

- The District regulations regarding an unauthorized purchase are as follows:
    - Any commitment to acquire goods or services from budgeted funds prior to securing a purchase order is prohibited. Anyone creating or authorizing such a commitment prior to securing a purchase order may be personally liable for payment of such agreement and/or may be liable for prosecution under the Texas Penal code Chapter 39, Abuse of Office, Section 39.01.

<u>Procedures</u>

Responding to Customer Inquiries

- Client satisfaction is a measure of our success. It is the responsibility of each employee, within reason, to interact with the client to achieve this goal. The Technology Help Desk must always be staffed. If you are the only individual assigned to the helpdesk, you must verify that someone has been assigned helpdesk duty during your lunch period. If a technician must be called in from the field to cover the helpdesk, you will need to remain on duty until they arrive.
- The goal of the Technology Help Desk is to provide immediate, personalized service to users. When receiving a call at the help desk, a work order should be generated immediately with all pertinent information (i.e., caller full name, phone number, Campus/Department, reported issue, affected user full name All attempts to remedy the users' request for assistance should be made at the time of the original call. Creating a work order in the system for a trouble ticket is

not an acceptable practice unless all efforts have been exhausted by the Helpdesk. If the helpdesk technician is unsure of how to remedy the user's issue, the help desk technician should request to call the user back momentarily and obtain all contact information and then determine a solution. The user should receive a call back from the Helpdesk within thirty minutes of their original call to either resolve the technology issue or to provide a status update. If a helpdesk technician is unable to resolve the issue remotely, an indication in the original work order should be noted and a campus technician will be dispatched to the user's location.

Work Orders, Tickets, Emails, and Projects/Task

- We value our customers and want to ensure that they receive the best quality of service. When a technician is assigned a help desk ticket, it is imperative that each ticket is updated often and completed effectively. Tickets must be updated often so that all parties involved are aware of the status of the ticket request. A response must be made within 24 hours of receiving the ticket. Tickets waiting for parts or loaner devices in pending status.
- Often, staff members are assigned specific tasks or projects. It is the responsibility of the individual to complete all tasks related to their assigned projects with fidelity from beginning to end. The individual or individuals must follow through all the following phases: Initiation, planning, execution, monitoring, and closing.

Reporting of Vandalism or Theft:

- Technology employees must report all acts of vandalism to their immediate supervisor as soon as the vandalism has been noticed. In turn, the chain of command should be followed regarding the notification of the vandalism until the director has been notified. This should occur on the same day of the incident. A vandalism report must be completed by the supervisor along with notifying the police and acquiring a police service report number.
- When requisitions are submitted to replace stolen items, a copy of the vandalism report and an adjustment to the department's inventory must be submitted to the departmental inventory control representative.
- Employees shall not leave unsecured tools, equipment, or other valuable items of any kind in vehicles overnight, during lunch, or any time a vehicle is left unattended. Employees shall secure all tools and equipment nightly or places in assigned locations.
- All employees must take care of all equipment and supplies provided to them. You are responsible for maintaining this equipment in proper working condition and for promptly reporting any unsafe or improper functioning of this equipment to your supervisor. Neglect, theft, and/or destruction of the district's materials are grounds for disciplinary action, up to and including termination.

Out of District Travel Guidelines and Procedures

- All employees must follow the District travel policy. The respective manager is responsible for explaining this policy prior to an employee taking a District-sponsored trip.

Campus Visits and Sign-in Procedures

- All Technology employees are directed to go to the main office to sign in and state the reason for their visit each time they visit a school campus. When leaving the building, employees are required to sign out and give the status of the work performed to the office staff.
- Wear the district badge always.
- Go through the front entry and badge in so that the campus/facility can keep records for safety reasons.
- Get to know campus administration and staff.
- Be always respectful.

- Avoid interruption of instructional time.
- Avoid repairs or installs during testing time unless instructed to do so by your immediate supervisor.

Workstation Security

- Employees are expected to lock and secure their computers or other electronic devices when leaving the device unattended. Always take this added precaution to ensure the safety of the District's sensitive data.

District Vehicles for Department Use

- District vehicles can be utilized by Technology staff who are granted access by the District's Transportation department. Approval must be granted prior to driving a vehicle and must be updated yearly.
- Department vehicles are for official district business and cannot be utilized for personal errands, personal business, and any other unauthorized activities. District vehicles must be used for the transport of District property. All District equipment and property must be secured and bound properly in the vehicle to prevent accidental damage. District equipment may not be left in district vehicles overnight or taken home to avoid drop-off. After transportation, all equipment must be brought into the building and placed in its designated location.
- All employees must clock in before driving a District vehicle and may not drive a District vehicle to their workstation before they clock in or after they clock out.
- Employees may not take District vehicles home after work without authorization from the Superintendent.
- Staff must follow the processes outlined in the Technology Department Vehicle Use Guidelines.

Traffic Citations

- Each employee is personally liable for any traffic citations received while operating and/or in charge of a District-owned vehicle. This includes all moving violations as well as parking violations.
- Drivers are directed to:
    1. Obey all speed limits, traffic signals, and other traffic control signs including areas marked "Trucks Prohibited," fire lanes, and school zones.
    2. Ensure that the vehicle he/she is operating has a current safety inspection sticker and is in proper repair so as not to violate any ordinance that may result in issuance of any traffic citation.
    3. Ensure that the vehicle he/she is operating is in such repair that the driver or anyone else is not placed in a dangerous position.
    4. Notify his/her supervisor of any traffic citations received while operating any MISD vehicle.

Motor Vehicle Accident Report

- The driver of a District vehicle involved in an accident, regardless of fault or amount of damage, is to complete the Motor Vehicle Accident Report Form. The form is to be filled out and forwarded to the division office within 24-hours after an accident has occurred. MISD Police should be notified as soon as possible after an accident occurs.

Care of Supplies and Equipment

- All employees must take care of all equipment and supplies provided to them. You are responsible for maintaining this equipment in proper working condition and for promptly

reporting any unsafe or improper functioning of this equipment to your supervisor. Neglect, theft, and/or destruction of the district's materials are grounds for disciplinary action, up to and including termination.

Acceptable Technology Use

- All technology employees must abide by the District's Acceptable Use Policy and Board Policy when dealing with technology. In recognition of the need to establish a safe and appropriate computing environment, the District will use filtering technology resources to prohibit access, to the degree possible, to objectionable or unsuitable content that might otherwise be accessible via the Internet. The District will filter the online activities of all computers with Internet access, as required by The Child Internet Protection Act (CIPA). Evasion or disabling or attempting to evade or disable the District's content filtering device is prohibited. The Technology Department designees may disable the District's filter/blocking device to enable an adult user access for bona fide research or other lawful purposes. In making decisions to disable the District's filtering/blocking device, the Technology Department designees shall consider whether the use will serve a legitimate educational purpose or otherwise benefit the District.

Network and Electronic Resources

- Network and Electronic Resources, such as computers, other hardware, software, email, landlines, cell phones and Internet access are the tools that the District employees use to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Mansfield ISD property and are subject to review or access by the District at any time. All employees who use the District's Network and Electronic Resources must follow the guidelines below:
    1. Use Network and Electronic Resources for District business purposes only.
    2. Messages and communications sent via the District's Network and Electronic Resources are subject to subpoena and access by persons outside the District and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the Network and Electronic Resources.
    3. Email is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss a critical issue, it should be handled in-person or over the telephone if a meeting is not possible.

System Decommissioning

- Decommission: The act of ceasing to use an Information System, Application, Server and/or Database and appropriately disposing of it in a manner compliant with District records retention policies and Information Technology Services policies.
- When an Information System, Server, Application and/or Database reaches its end-of-life and is either being replaced or is no longer needed, technology staff may seek to decommission the Information System, Application and/or Database by making a formal request to decommission said information system, application, or database by delivering that request to the Chief Technology Officer or Director of Technology. Request to decommission an information system application, server and/or database must be formally coordinated and approved in writing or by online form.
- When decommissioning an Information System, Server, Application and/or Database, records retention policies may require that the records contained within the Information System, Application, Server and/or Database must be retained beyond the useful life of these resources.

Prior to decommissioning, the staff member, with the counsel of Director of Purchasing (if applicable), will inventory the types of records found to ensure that the records contained therein will be maintained according to published Mansfield ISD records retention schedules.

- Use documented processes and forms found on the department intranet site.

Change Management

- Change Management refers to a formal process for making changes to Information Technology Systems. The goal of change management is to increase awareness and understanding of proposed changes across an organization and ensure that all changes are made in a thoughtful way that minimizes negative impact to services and customers.
- Request for Change (RFC) is submitted to the change management team for validation and approval. Change requests occur from one of the following sources.
    - An incident that causes a change
    - An existing problem that results in a change
    - A user requested change
    - Change due to ongoing maintenance

Change Management Types

- There are several types of change requests that are typically managed in separate ways:
    - Standard/Maintenance: Standard changes are changes to a service or to the IT infrastructure where the implementation process and the risks are known upfront. These changes are managed according to policies that the IT organization already has in place. Since these changes are subject to established policies and procedures, they are the easiest to prioritize and implement, and often do not require approval from a risk management perspective.
    - Normal: Normal changes are those that must go through the change process before being approved and implemented. If they are determined to be high-risk, a change advisory TEAM must decide whether they will be implemented.
    - Emergency: Emergency changes arise when an unexpected error or threat occurs, such as when a flaw in the infrastructure related to services needs to be addressed immediately. A security threat is another example of an emergency that requires changes to be made immediately.

Change management includes the following steps:

- Planning: Plan the change, including the implementation design, schedule, communication plan, test plan, and roll back plan.
- Evaluation: Evaluate the change, including determining the risk based on priority level of service and the nature of the proposed change, determining the change type and the change process to use.
- Review: Review change plan with peers and/or Change Advisory TEAM as appropriate to the change type.
- Approval: Obtain approval of change by management or other appropriate change authority as determined by change type.
- Communication: Communicate about changes with the appropriate parties (targeted or campus-wide).
- Implementation: Implement the change.

- Documentation: Document the change and any review and approval information.
- Post-Change Review: Review the change with an eye that includes consideration for future improvements.

Standard/Maintenance Form

- Regularly scheduled maintenance and/or updates require the entry of a Standard/Maintenance Change Request form. Although Leadership must review the entry, approval is not required after initial approval. Examples of this type of change are as follows: patch updates, version updates, etc.

Change Form

- All Changes to Information Technology Services must follow a structured process to ensure appropriate planning and execution. A "Change Order Request" form must be submitted to Technology Leadership prior to the requested change and must be accompanied by supporting documentation. Documents may include, but are not limited to, communication memos, diagrams of the existing environment, complete scripts that will be used, all intended changes per node, etc. In addition, complete documentation of the post-change environment, including diagrams of the post change environment, spreadsheets, documents, and any other documentation outlining the change(s) that have been made to the environment.

Change Approval

- The approval process varies according to the change type. For example, a major change like Information System solution replacement requires approval from Change Advisory TEAM as well as management whereas a standard change like patch deployment does not require any approval as they are pre-approved. Change request is approved only if all the CAT members approve it. Upon rejection, a reassessment review is done and submitted again for CAT approval. PRIOR to submitting the request, at least one peer must sign off that they have reviewed the request with you.
- Following a successful change process, any future modifications required during the change process must be completely documented along with explanations. All final modifications must be included with the final change request document. The required Online Change Management Form can be found on our Internal Department Intranet.

Confidential Proprietary Information

- The District considers its confidential and proprietary information, including the confidential and proprietary information of our customers, to be one of its most valuable assets. As a result, employees must carefully protect and must not disclose to any third party all confidential and proprietary information belonging to the District or its customers. Such protected information includes, but is not limited to, the following: matters of a technical nature, such as computer software, product sources, product research and designs; and matters of a business nature, such as customer lists, customer contact information, associate information, on-site program and support materials, candidate and recruit lists and information, personnel information, placement information, pricing lists, training programs, contracts, sales reports, sales, financial and marketing data, systems, forms, methods, procedures, and analyses, and any other proprietary information, whether communicated orally or in documentary, computerized or other tangible form, concerning the District's or its customers' operations and business. Employees should ensure that any materials containing confidential or proprietary information

are filed and/or locked up before leaving their work areas each day. During the workday, employees should not leave any sensitive information unattended. If you have any questions about this policy, consult your supervisor or the district's technology administrator.

Standards of Expectations for the Workplace

Safety

- The district believes in maintaining safe and healthy working conditions for our employees. However, to meet our goal of providing a safe workplace, each employee must strive to adhere to a safe environment. The following policies and procedures allow safe and healthy working conditions. Each employee must follow these policies and procedures, act safely, and report unsafe conditions to his or her supervisor in a timely manner.

Building and District Safety Procedures

- Review the Technology Safety/Emergency Operations Floor Plan and Technology Operations Safety Information document (found in the Appendix) for details regarding each of the following areas:
    - Lockdown Safety
    - Severe Weather/Shelter Safety
    - Fire Safety
    - Evacuations
    - Location of first aid kit
    - Location of GO bags
    - Location of AED
    - Locations of Fire Extinguishers
    - Accidents or accidental injury (see Risk Management documents in Appendix)

Reporting Unsafe Conditions

- Employees must continually monitor the work environment for unsafe working conditions or practices. If you observe an unsafe condition, warn others, if possible, and report that condition to your supervisor immediately. If a question arises regarding the safety of your workplace and practices, ask your supervisor for clarification. If you observe a coworker using an unsafe practice, you are expected to mention this to the coworker and to your supervisor. Safety at work is a team effort.

Maintaining a Safe Work Site

- We expect employees to establish and maintain a safe work site. This includes, but is not limited to, the following applications:
    - Maintaining proper fall-protection systems
    - Properly lifting and lowering heavy objects
    - Inspecting tools and equipment for defects before use
    - Keeping walkways clear of debris
    - Inspecting, cleaning, and safely storing tools and equipment after use
    - Following established safety rules

Reporting an Injury

- Employees are required to report any injury, accident, or safety hazards immediately to their supervisor(s). Minor cuts or abrasions must be treated on the spot using the department first aid kit located in the reception area cabinet. More serious injuries or accidents will be treated accordingly. Serious injuries must be reported on the Injury or Accident Report form available in the office. More information can be found in the Appendix Section of this Handbook.

Doctor's Work Release for "On the Job" Injury

- It shall be the responsibility of the employee to submit the First Report of Injury Form to the supervisor. Any time medical treatment is received because of an on-the-job injury, the injured person must obtain a doctor's release statement from the attending physician. A doctor's release will be required and presented to the Benefits Department before returning to work for any absence of more than five (5) consecutive days. This doctor's statement must state "Full Duty - No Restrictions" or list required restrictions.

<u>General</u>

Failure to Report Policy Violation:

- All departmental personnel are to report violations of departmental directives and District Policies to their immediate supervisor or other available department supervisors.
- An employee who is arrested for any felony or any offense involving moral turpitude must report the arrest to the principal or immediate supervisor within three calendar days of the arrest. An employee who is convicted of or receives deferred adjudication for such an offense must also report the event to their immediate supervisor within three days of the event. Moral turpitude includes, but is not limited to, the following:
    - Dishonesty
    - Fraud
    - Deceit
    - Theft
    - Misrepresentation
    - Deliberate violence
    - Base, vile, or depraved acts that are intended to arouse or gratify the sexual desire of the actor
    - Drug- or alcohol-related offenses
    - Acts constituting abuse under the Texas Family Code
- Employees may be terminated if arrested for one of the above-mentioned offenses.

Falsifying Reports

- Employees who knowingly falsify a report, including work performed at any location, hours worked (timecards), or any other District report is in violation of District Policy. Any supervisor who knowingly countersigns such falsified reports is also in violation of policy.

Damage to District Property

- Any malicious mischief defined as the abuse, misuse or deliberate destruction or damage to property, tools, or equipment will be cause for appropriate disciplinary action up to and including a recommendation for termination.

Identification Badges

- All employees are required to wear identification badges supplied by the District while on District property. These badges must be worn in a visible location during working hours. Replacement badges are secured through the Police Department by appointment.
- Supervisors are responsible for ensuring employees wear their badges and for collecting the ID badge of any employee who is placed on administrative leave, resigns, or is terminated.

References & Supplemental Information

- Department Intranet
- Change Management and Network Processes
- District Technology Intranet

To Set Up and Change Voicemail:

- Press the STAR button on the front of the phone
- The temporary password is 647389
- Follow the directions given and put in the passcode you have created for your voicemail.
- Passcode Requirements: Must contain at least 6 digits with a maximum of 30 digits.
- Passcode CANNOT contain the following:
- Repeated patterns, any part of the phone number or extension, the same digits 4 times in a row, 4 ascending or 4 descending digits, and the reverse sequence of your phone number or extension.

To retrieve voicemail message from a cellphone or landline:

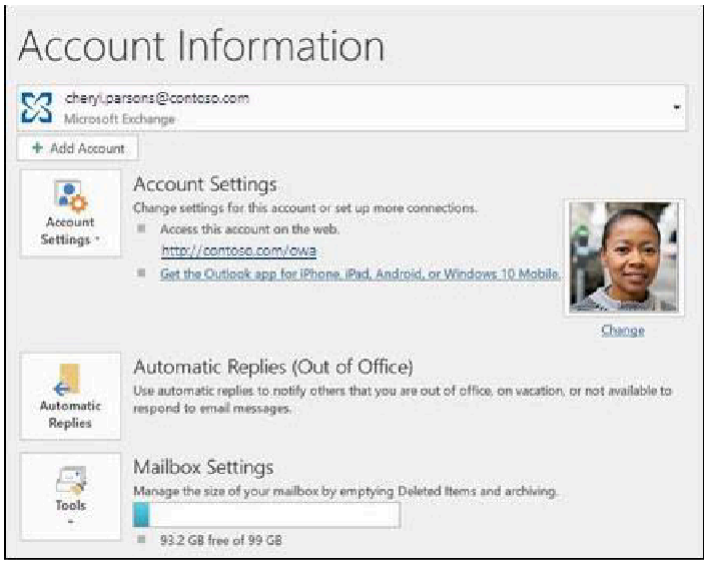
- Dial the full 10-digit number. The phone will ring 3 times and then roll to voicemail.
- Press the * button. In rare cases, you would need to use the # button.
- Follow the directions to listen to your messages and/or delete your messages.

To retrieve voicemail messages from another district phone:

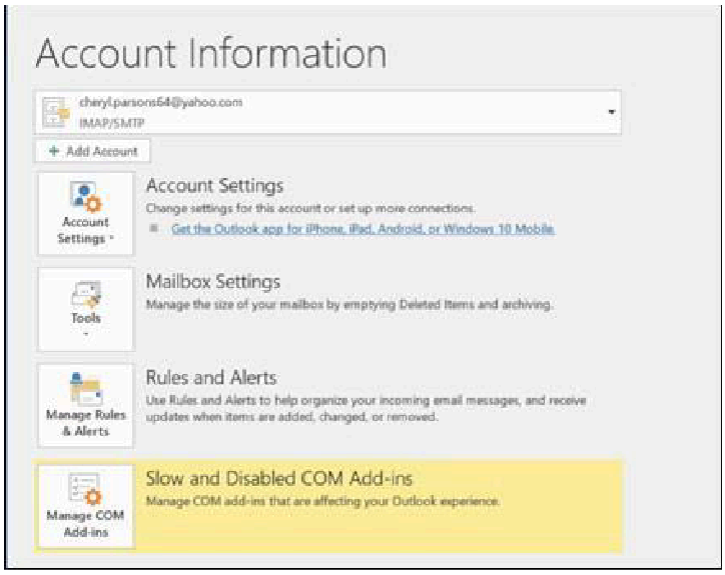
- Dial the 5-digit extension of your desk phone. You can also dial 5 + 1 + 10-digit numbers.
- The phone will ring 3 times and then roll to voicemail.
- Press the * button.
- Enter the passcode your created for your voicemail inbox followed by the # button.
- Follow the directions to listen to your messages and/or delete your messages.

Send automatic out of office replies from Outlook

There are two ways to send automatic out-of-office replies. The way you use it depends on the type of email account you have. Click File, then select the image below that matches your version of Outlook.



If you see the Automatic Replies button, follow the steps to set up an automatic reply.



If you don't see the Automatic Replies button, follow the steps to use rules to send an out of office message.

Set up an automatic reply

1. Select File > Automatic Replies.



2. In the Automatic Replies box, select Send automatic replies.
   Optionally, set a date range for your automatic replies. This will turn off automatic replies at the date and time you enter for the end time. Otherwise, you'll need to turn off automatic replies manually.

Note: If you don’t see “Automatic Replies”, use Rules and Alerts to set up your out-of-office message.

3. On the Inside My Organization tab, type the response that you want to send to teammates or colleagues while you are out of office.

Note: Sending automatic replies to anyone outside my organization will send your automatic reply to every email, including newsletters, advertisements, and potentially, junk email. If you want to send automatic replies to those outside your organization, we recommend choosing My contacts only.

4. Select OK to save your settings.
   Turn off automatic out-of-office replies
   When Outlook is setup to send automatic replies, you'll see a message under the ribbon with this information. Select Turn off to disable automatic out-of-office replies. If you want to modify the dates for your automatic reply or the message sent, use the steps above to modify your settings.
   Note: For Outlook 2007, to turn off out-of-office replies, select Tools > Out of Office Assistant and uncheck the Send Out of Office auto-replies checkbox.

