

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
IN AND FOR THE COUNTY OF CURRY, OREGON**

In the Matter of an Order Adopting the)
Curry County IT Ticket Procedure)
)

ORDER NO. 23244

WHEREAS, the County should set in place a procedure to be taken to create an IT Ticket or request for assistance; and

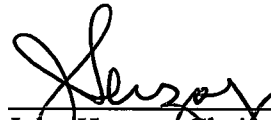
WHEREAS, in an effort to save IT costs, it is reasonable to attempt troubleshooting prior to submitting an IT Ticket; and

WHEREAS, the proposed IT Ticket Procedure was reviewed and discussed at a County Management Meeting and approved therein.

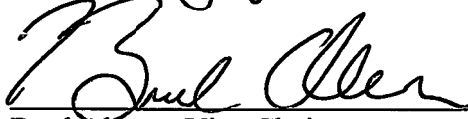
NOW, THEREFORE, IT IS HEREBY ORDERED THAT the attached IT Ticket Procedure is adopted and shall be observed by all County departments except the Curry County Sheriff's Office.

DATED this 5th day of April.

**BOARD OF CURRY COUNTY
COMMISSIONERS**

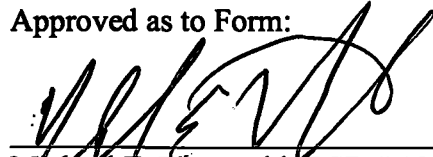


John Herzog, Chair

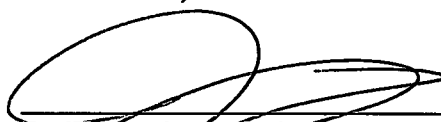


Brad Alcorn, Vice Chair

Approved as to Form:



Michael E. Fitzgerald, OSB # 192939
Curry County Legal Counsel



Jay Trost, Commissioner



**CURRY COUNTY
BOARD OF COMMISSIONERS**

PROCEDURE FOR SUBMITTING IT TICKETS

If you have an issue that you believe needs to be handled by IT, please:

- ☐ Identify the issue, save and close out of all programs, then restart your computer.
- ☐ If the issue is still apparent after restarting, attempt to troubleshoot the issue yourself by using Google search or personal knowledge.
- ☐ Ask for assistance from another employee that may know how to resolve the issue.
- ☐ If you are unable to solve the issue after reasonable effort, contact your Department Head or their designee. Remember to identify the issue clearly and succinctly. If you are a Department Head, you do not need to contact your liaison Commissioner, and may reach out to IT directly.

If you are a Department Head and receive a request for IT Services, please:

- ☐ Review the issue and assign it a priority; regular or urgent. Urgent items are those that, if remain unsolved, will materially impact the productivity of the employee or department.
- ☐ Submit an email ticket to itservices@cooscurryelectric.com. Include the name of the employee experiencing the issue. If the issue is urgent, include "URGENT" in the subject line.

DO NOT submit IT Tickets via phone call or in-person visit except in the case of an emergency.