

NEVADA DEPARTMENT OF CORRECTIONS

ADMINISTRATIVE REGULATION

140

ORGANIZATION OF MANAGEMENT INFORMATION SYSTEM SECTION

Supersedes: AR 140 (06/01/05)

Effective Date: 11/14/08

AUTHORITY: NRS 209, NRS 242

RESPONSIBILITY

The MIS Section is responsible for providing and/or coordinating all information technology and telecommunication activities and support for the Department.

All Department staff, vendors, contract employees, and/or volunteers, as well as all other persons who are allowed the privilege of operating information technology or telecommunication systems access are responsible to have knowledge of, and comply with, this regulation.

140.1 ORGANIZATION OF MIS SECTION

1. The Department will have one central Management of Information Systems section (MIS) that will deal with all information technology and telecommunication issues.
2. The MIS Section is headed by the MIS Manager who reports to the Deputy Director of Support Services, and is staffed by qualified specialists.
3. The MIS Section oversees all information technology and telecommunication purchases, decisions, and support issues.
4. The MIS Section will implement various information and telecommunication technologies to improve and automate the Department's organization and communication, in support of the Department's mission.
5. The MIS Section 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 MIS Manager will:
 - A. Represent the Department on all information technology and telecommunication issues;
 - B. Develop and maintain Department standards and policies on information technology and telecommunication use;
 - C. Review and approve all information technology and telecommunication purchase requests prior to procurement;
 - D. Determine information technology and telecommunication objectives and set priorities;

- E. Review and determine where all hardware, software and telecommunication devices will be located and distributed within the Department;
- F. Review the utilization of resources, ensuring budgeted funds are correctly applied and information system and telecommunication staff are properly utilized.
- G. Develop information technology and telecommunication budget requests for staff, equipment, and operations.

140.2 **ORGANIZATION OF MIS HELP DESK**

1. All support provided directly or indirectly by the MIS Section will be logged, tracked and coordinated through the MIS Help Desk.
2. The MIS Help Desk will be the official contact for all technology and telecommunication requests, issues, problems and concerns.
3. Other Department staff may not call, e-mail or otherwise contact MIS staff directly for any request.
4. The MIS Help Desk can be contacted by using the following methods:
 - A. Email: helpdesk@doc.nv.gov
 - B. Telephone: (775) 887-3344
 - C. Fax: (775) 887-3385
 - D. Interdepartmental mail: **MIS Help Desk, Bldg. 89, Stewart Facility**
 - E. Memo: **Hand delivered to MIS Manager**
5. The MIS Help Desk hours are from 6:00am to 5:00pm, Monday through Friday, but information can be left at anytime.
6. When contacting the MIS Help Desk, either in writing or when leaving a voice message, staff must include all pertinent information available that may assist the MIS 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 of affected equipment, if applicable;
 - F. Detailed message describing the request, issue, problem, or concern;
 - G. Whether a problem affects more than one device or person, if applicable.
7. When the MIS Help Desk receives a complete request, staff will log the request as a help ticket and assign a ticket number to be used for all follow-up communication regarding the request.
8. Failure to contact the MIS Help Desk via one of the approved methods will be the same as not requesting help and no ticket will be logged.

9. Department staff requesting assistance from the MIS Help Desk will bear the responsibility of following up on the request.
 - A. When contacting the MIS Help Desk regarding an existing issue, staff must provide the existing ticket number.
 - B. If a staff member feels their request has not been handled in a timely manner, they may contact the MIS manager via their supervisor.

140.3 APPLICABILITY

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

REFERENCES None

ATTACHMENTS

MIS Mission Statement

Howard Skolnik, Director

Date

MANAGEMENT INFORMATION SYSTEM MISSION STATEMENT

➤ MODERN TECHNOLOGY

To keep the Department current with technology, outdated equipment will be replaced on a regular basis. Older equipment will be phased out as replacement equipment is purchased. The Department will make a concerted effort to stay abreast of new Technology standards and developments.

➤ TECHNICAL SUPPORT

The primary responsibility for providing and coordinating technical support will lie with the MIS Section. Hardware support will be provided through several avenues, including warranty contracts on new equipment, and time and material contracts on current assets.

➤ IMPROVED COMMUNICATION

The Department will implement computer technologies, such as E-mail and Intranet systems, to improve communication between administrative and facility employees, the administration, and the general public.

➤ ORGANIZATIONAL EFFICIENCY

Technology will be used to improve and automate the Department's organization.

➤ STAFF DEVELOPMENT AND TRAINING

The Department recognizes the importance of having staff that are proficient in the use of business technology. The ongoing Technology staff development plan will include the identification of areas where training is needed, and facilitating or providing the appropriate training.

➤ **EQUIPMENT STANDARDS AND SPECIFICATIONS**

Standards and specifications will be maintained for computers and supporting software and equipment to assure the Department procures quality equipment at the best price that meets the needs.

➤ **INFRASTRUCTURE**

All administrative offices will be equipped with the networking infrastructure to support networking all computers throughout the Department. This will improve the administrative and communication process through the use of email, and sharing of documents electronically.