

Question	What do other Counties do for Help Desk coverage after regular hours?	Does anyone employ an answering service to field and screen calls?	Does anyone employ an on call manager/duty officer for nights and weekends?	What escalation procedures do you have in place for after hours situations that arise?
County				
Adams	Adams County doesn't offer Help Desk coverage after hours or on weekends. If the problem is critical such as a server not booting up or losing connectivity then the users have the cell #'s of the IT staff. Basically they call me and I dispatch someone if needed			
Bucks	County of Bucks has a recorded message on the Help Desk that gives the on-call cell phone. The On-call person has 30 minutes to respond to the caller.	not here	Our message also gives the caller an escalation cell phone # if they do not hear in 30 minutes.	see #3
Butler	Nothing special. The users can call or e-mail the help desk and we get the message in the morning.	No	No	Nothing official. If they really have a problem that cannot wait then they call either Shawn or myself at home (numbers are published). Note: We do have a prison, a nursing home, and a 911 center to support. So far (6 years) these "procedures" have not been a problem.
Cambria	They call me either by cell phone or land phone. If it is EMA related they call Mike Hautz by cell phone.	NO	NO	? I listen to the problem if it something I can handle via VNC I take care of it.... I may call one of the people in for that site depending on what is happening
Chester	Chester County has a rotating group of several technical staff designated to provide off-hours, emergency support. We don't pay the staff for this coverage. Instead we provide them with Comp time for the time they put in to resolve an issue should they be called and have to provide support. If the staff designated can't handle the issue, they will call a manager or another staff member to assist and we provide them with comp time as well.	We do not employ an answering service to field and screen calls. Our internal Help Desk personnel takes all calls between the hours of 8:00 AM until 4:30 PM on regular business day.	During the evenings and throughout the night a Computer Room Operator will take calls if a situation comes up that needs attention. If it is an emergency, a call will be placed to the Operations Manager. Based on the type of situation the Operations Manager will call the appropriate Technical resource to mitigate the problem. If the question is of a Help Desk nature the Operator or the Operations Manager will attempt to assist the user if possible. If the problem can't be resolved and it can't wait until the next day, a manager will be contacted to contact an appropriate resource to resolve the issue.	Over the weekends the same procedure is used that is mentioned above, however, different Computer Operations and Technical personnel are rotated on weekends based on a produced list that goes to all 24 hour departments once a month. If the situation is determined to be a potential disaster in the making, a Disaster Recovery Telephone Tree is followed to alert all personnel of the event. Therefore, the escalation procedure is: First - designated "on call" responder, then Operations Manager, then Technical resource Then if a "disaster", a telephone tree of Managers and Disaster Recovery personnel is used as part of our internal Disaster Recovery Plan. Again, this list is only activated in the event of a disaster.

Crawford	We listed with our 911 center what departments we will support after hours (Weekends and Holidays Only). They also have a listing of our phone numbers, cell, email, and pagers and we set a rotation for support. If they cannot reach the on call then they start at the top of the list and work down. I'm on the top of the list, that way I know if the on-call can't be contacted.	No	See answer to question 1.	If on-call tech cannot solve, they escalate! We are not paid until called out therefore by law I cannot restrict my personnel in any way to a local geographical area or time constraint for showing up. That's the risk if you don't want to pay on-call time! It hasn't really ever been a problem for us though
Cumberland	No after hours help desk. If severe problem, the 911 Center has IT Dir, Asst Dir, Technical Managers home and cell numbers.	Yes – but for the whole County during non office hours – not just help desk.	No. See #1.	Notified manager tries to reach appropriate technician to come in if can't be fixed from home via VPN. Tech brought in gets min 2 hrs OT or comp time.
Franklin	Voice messaging, critical departments have a contact list with emergency number(s) to reach MIS staff.	No	No	
Greene	As the county does not pay on-call for my techs, I take the calls as management usually first via my cell. However, myself and my two staff all have RDC connections into the County system so unless the internet / gateway is down, all problems can be resolved from home usually.	We have voicemail – it is used for when we are all out of the office – not to screen.	Not Greene.	The 911 Center has Home and Cell numbers for all IT Staff but I get called first and techs would be called only if I was for some reason not available.
Lehigh	After 5pm, the helpdesk is unmanned. If it is an emergency, calls are to be made to the Deputy Director of IT, the Director of IT, and the IT Support Manager in that order. These people will then contact the appropriate staff to handle the problem.	No	No	Then if a "disaster", a telephone tree of Managers and Disaster Recovery personnel is used as part of our internal Disaster Recovery Plan. Again, this list is only activated in the event of a disaster.
Monroe	Only correctional facility is open after hours. IT staff member is on call via pager until 11:00PM weekdays, 8:00PM weekends. Additionally, DSI provides off-hours phone support.	No answering service is used – pager service.	Please see #1	Employee generally resolves most problems via VPN access. Otherwise, will physically go to the facility. More senior network personnel are called as needed.
Northampton	ACD requests callers leave a message or call "on call" cell phone.	No	Oncall Help Desk Analyst	Oncall~Help Desk Manager~Network Manager~Director
Susquehanna	We are small but I provide mostly 24/7 support as needed. Department heads have my shop number and home number, and I have extensive remote admin capabilities. I provide support often on weekends and evenings, usually to the same few employees. I get about 4 calls or Emails a week asking for some sort of help. A few employees have remote access capabilities and the security on the connections is tight so some of the calls are regarding that subject. For example, we block all other traffic to/from the workstation while connected, log all traffic, and automatically block the user if anything odd is detected. Most access is via ipsec/vpn.			
Washington	We use the Google option. I also have my contact for a select few			

Wayne (see handout)	I have 4 technicians that are on call after hours. Each takes one week a month. Their reimbursement is a meager \$100/week and receive comp time for hours worked. Attached is the memo that was sent to the County Department Heads regarding on-call..			Operations Manager, then
York	helpdesk staffed by technician for level 1 support. also allow users to email support requests. email automatically generate ticket in our helpdesk software.	No	afterhours/oncall is a weekly rotation by county technicians. each receive additional oncall pay for additional duties.	afterhours/oncall tech can escalate issues to technical support manager. departmental management can also escalate to technical support manager in emergency situations.