

I.T. SUPPORT TICKET PROCEDURE

Effective 2/1/2023

FOR GENERAL SUPPORT, email support@dynamic-networks.net with a description of this issue. Your request will be taken by a member of staff and assigned to the proper Technician.

FOR EMERGENCY SUPPORT, first speak with your manager to determine if there is indeed an emergency. If so, the manager will then call 256-429-9312 and describe the issue.

*****Emergency calls are to be made only by members of Management*****

FOR HARDWARE SUPPORT such as moving workstations or an equipment order, please email support@dynamic-networks.net with a description of the request. Certain requests may take up to one week to be filled.

Please see the next page for additional details

All support needs will be assigned to Dynamic Networking Solutions as the single point of contact. The Helpdesk IT Support Request will no longer be active. We will continue to use internal people, but they will be assigned by Dynamic.

Even if you have IT support at your location, please submit a ticket to Dynamic. This helps track the type of tickets submitted and the timeliness of responses.

General Support

- General support includes issues that do not threaten the daily operation of business. This would include printer issues, PC issues, email and PC password resets, along with anything else that may only affect a small group of people that can make short term arrangements to continue working.

Hardware Support

- **Important.** It is common for stores to rearrange their environment and need computers/workstations/printers to be moved. As a result of new FTC compliance requirements, more work has to be done in order for a move or new machine request to be completed. As a result, all orders for new PCs, printers, routers, servers, etc. require a minimum notice of one week. Because of supply chain issues, certain equipment may take longer to obtain, so please plan accordingly.

Emergency Support

- Emergency support should be rare and is reserved for large-scale problems such as: an entire work area is down, suspected data breaches, ransom attacks, full internet or network outage, catastrophic hardware failure, or other rare but serious issues.
- To allow Dynamic to work as quickly as possible:
 - Be sure to describe your issue in your email or voicemail to Dynamic
 - Avoid multiple calls on the same issue
 - Senior Manager should call Dynamic, then email the Auto Group notifying everyone that Dynamic has been made aware of the issue.
 - Cease any further communication with Dynamic on this issue.
- For emergency support, call 256-429-9312.
- If calling after hours, follow the prompts for emergency service.
Non-emergency events will be treated as general support and placed in the support queue.
- In the event of outages, we will make every attempt to communicate regularly to provide updates.