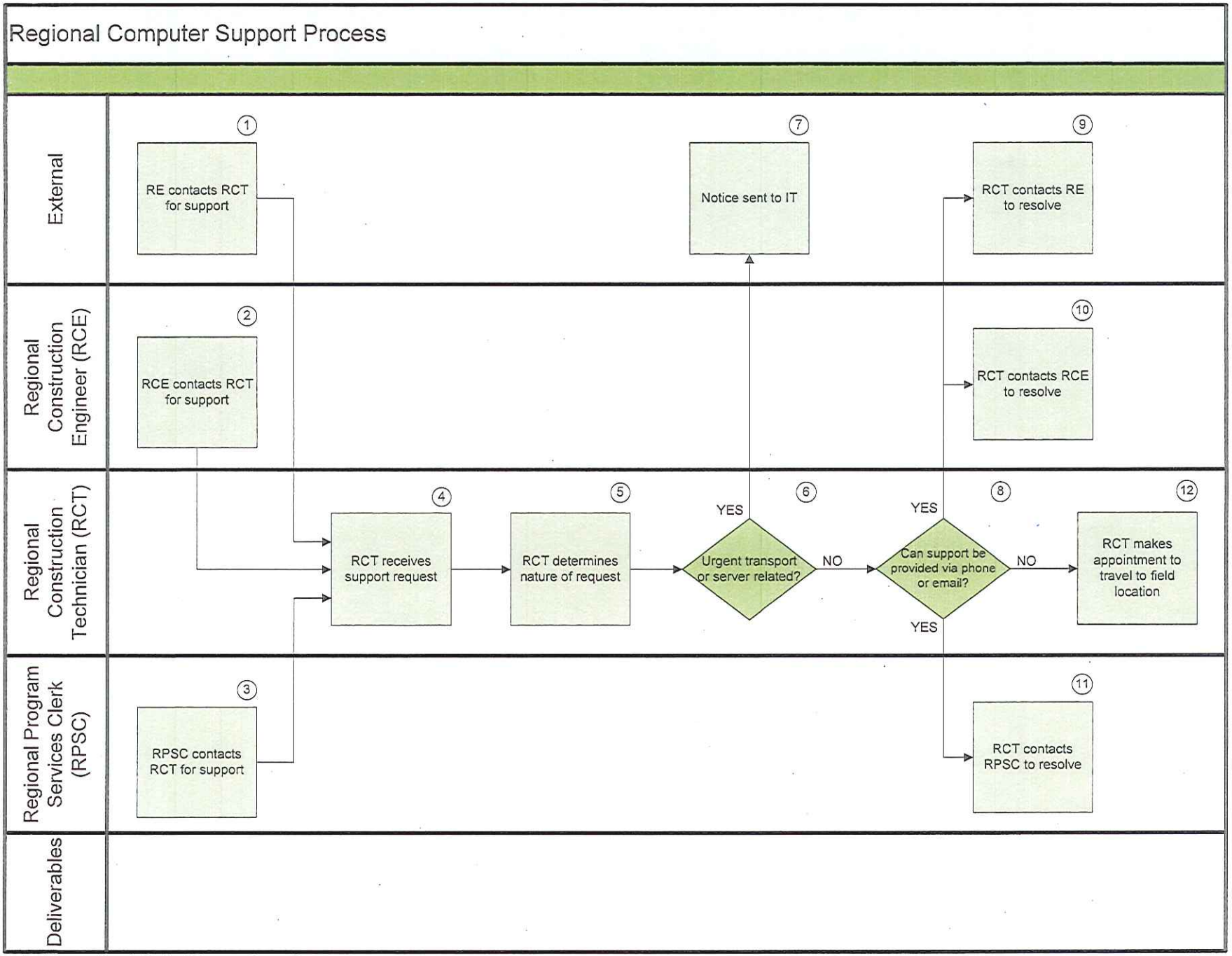
Tab 18

Regional Computer Support Process



Regional Computer Support Process

Work Instructions

Revision Date: April 19, 2012
Revision No: 1
Author: NE Region

Process Steps	Available Step Aides	Key Activities	Points of Interest
1. Resident Engineer (RE) contacts Regional Construction Technician (RCT) for support		RE contacts RCT for support	
2. Regional Construction Engineer (RCE) contacts Regional Construction Technician (RCT) for support		RCE contacts RCT for support	
3. Regional Program Services Clerk (RPSC) contacts Regional Construction Technician (RCT) for support		RPSC contacts RCT for support	
4. Regional Construction Technician (RCT) receives support request		RCT receives support request	
5. Regional Construction Technician (RCT) determines nature of request		RCT determines nature of request	
6. Urgent transport or server related?		Urgent transport or server related?	
7. Notice sent to Information Technology (IT)		Notice sent to Information Technology (IT)	
8. Can support be provided via phone or email?		Can support be provided via phone or email?	
9. Regional Construction Technician (RCT) contacts Resident Engineer (RE) to resolve		RCT contacts RE to resolve	
10. Regional Construction Technician (RCT) contacts Regional Construction Engineer (RCE) to resolve		RCT contacts RCE to resolve	
11. Regional Construction Technician (RCT) contacts Regional Program Services Clerk (RPSC) to resolve		RCT contacts RPSC to resolve	
10. Regional Construction Technician (RCT) makes appointment to travel to field location		RCT makes appointment to travel to field location	