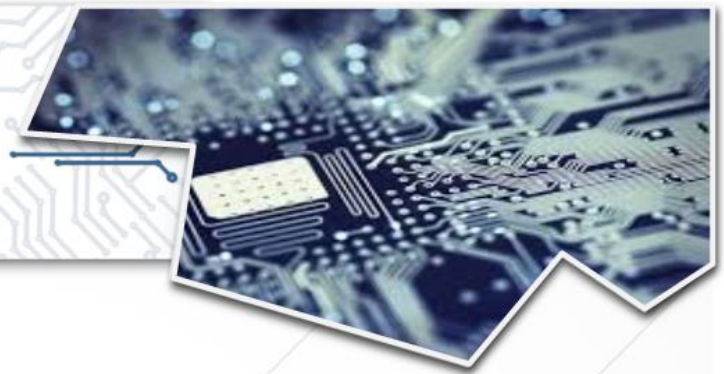


IT Customer Service Charter



The Information Technology Department is dedicated to providing a high standard of service to all members of the Hallandale Beach community. The purpose of this Charter is to describe the service experience that can be expected in dealing with the Information Technology Department and its staff. This Customer Service Charter outlines your rights and responsibilities and the steps that you can take if our service standards are not met. It also sets out our feedback process, so that you can tell us how well we are performing and how we can improve our service to you.

Our 5 Word **Mission:** Effective Efficient Scalable Sustainable Technology

We **Value:**

- Hallandale Beach Core Values:
 - Excellence and Innovation
 - Integrity and Professionalism
 - Commitment and Accountability
- A friendly work environment.
- Honesty and integrity...these are non-negotiable.
- Constant improvement.
- Life-long learning and sharing information.
- Unity in IT, diversity in ideas, and unconditional warm regards.
- An **open revolving-door** policy (open door policy with rapid response time)
- Having fun!

Our **Goals:**

- Positive relationships above and beyond everything else we do.
- Respect for the privacy of others (as per applicable privacy laws and policies).
- Engineer, implement and maintain IT systems to fully leverage the potential of technology by minimizing system complexity and enforcing enterprise-wide standards.
- Top quality customer service through:
 - Informing and educating users.
 - Speaking in terms at the user's level of understanding.
 - Explaining things in different ways.
- Maintaining patience because it is OK for someone not to "get it" the first time they hear it.
- On-site local and remote (out of town) technical support.
- Business continuity.
- Professional competence.
- **Generativity** (to originate, create, produce, and grow) through jam sessions of tech ideas.

Our **Objectives:**

- Honor and respect the needs, cares, and feelings of others as we get results.
- Assure data confidentiality, integrity and availability through data storage, backup, and recovery.
- Comply with Federal, State and local entity rules and regulations.
- Recommend IT policies, standards and procedures.
- Specify and install of all IT hardware and software acquisitions.
- Offer mobile and remote access solutions.
- Keep all personnel informed of IT issues.
- Provide on-going training in IT security and productivity software.
- Consult with customers to improve business processes through the use of technology.
- Learn new ways of secure, efficient and effective use of proven computer technologies.
- Have a sense of humor to keep things light.



IT Customer Service Charter

Your Expectations:

We will:

- Be open and honest in our dealings with you
- Treat you with fairness, courtesy and respect
- Identify ourselves to you (and let you know when we were there and you weren't)
- Listen carefully, take account of your views and be responsive to your needs
- Work with you to find the best solution
- Give you timely, useful, understandable, current and accurate information
- Demonstrate technical and professional competence in providing advice
- Treat confidential information appropriately
- Give you reasons for our decisions and respond to your feedback
- Comply with City policies
- Keep our cost under control, therefore providing better service
- Monitor, review and report on our services at least quarterly
- Refer you to the appropriate area if the matter is outside the Division's area of expertise

While we are:

- Providing and supporting a stable Information Technology environment (including computing, networking, telecommunications, mobility, communications, and services)
- Assisting the City in developing new IT initiatives, directions, strategies
- Supporting customers in effectively utilizing IT

Your Rights:

You have the right to:

- Receive fair and unbiased assistance
- Receive an explanation of the reasons for our decisions
- Have your privacy respected and information about you kept confidential
- Provide feedback or complaints about our service, and have them treated seriously and impartially

You can help us by:

- Being open and honest in your dealings with us
- Providing timely, complete and accurate information
- Using the appropriate systems and tools to communicate with us
- Giving us sufficient time to respond to your requests
- Giving us feedback on our service
- Treating us with courtesy and respect
- Observing the City's IT policies
- Treating IT equipment with due care

Find out more about the services we provide by visiting: <http://cohb.org/index.aspx?NID=10>

Contact us and provide feedback:

The IT Service Desk provides the first point of contact for all IT support and feedback:
Hours of service: 7.30 am to 5.00 pm Monday to Friday

<http://itservicedesk>

itservice@cohb.org

954-457-2226

