

ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE	NUMBER: 5.08	PAGES: 1 of 2
	RELATED ORDERS: None	
	ISSUED DATE: July 1, 1989	
	REVIEW DATE: October 15, 2015	
	REVISION DATE: September 23, 2014	
CHAPTER: Staff Communications and Transportation	SUBJECT: Computer Hardware/Software Problems	

- I. **PURPOSE:** To set policy and procedure for documenting and correcting problems related to computer hardware and software.
- II. **POLICY:** Staff will comply with the following procedures when experiencing problems with facility computer equipment and/or programs that are part of the Local Area Network or has mainframe access.
- III. **DEFINITIONS:**
- A. **LOCAL AREA NETWORK (LAN):** The system which links the personal computers throughout the facility.
 - B. **PERSONAL COMPUTER (PC):** Computer terminals which can perform other functions (such as word processing) in addition to mainframe operations. The personal computers are connected through the Local Area Network. They can be found in the deputies' offices, housing controls, sergeants' offices, muster rooms, administration offices, etc.
 - C. **MAINFRAME TERMINAL:** Computer terminals which can perform only mainframe operations, such as CORPUS, AJIS, etc. Mainframe terminals resemble personal computers, but they are not part of the LAN. Mainframe terminals are located in the housing units, ITR, Commissary, etc.
- IV. **PROCEDURE:** The following procedures will be used to document and report problems with mainframe computer terminals, LAN computer terminals, monitors, printers, and programs.
- A. To report a problem, go to the Sheriff's Office Intranet site, <http://oessrv2/> and click on the "On-Line Help Desk" icon on the bottom right of the screen. It is also possible to copy and paste the link to Windows Internet Explorer and add it to the favorites site at <http://alamedacountysheriff.org/cgi/ttx/ttx.cgi>.
 - B. A window will open which allows for detailed problem and contact information.
 - C. Be very thorough, especially in the "problem" description box. Enter work hours, computer name and work location.

- D. A ticket number will be assigned.
- E. If the Alameda County Sheriff's Office On-Line Help Desk is not working, you may call the local Helpdesk phone line. For Glenn E. Dyer Detention Facility, call (510) 208-9845 or tie-line 29845, and at Santa Rita Jail, call (925) 803-7261 or tie-line 47261.