

1 DIRECTIVE

- 1.01 All GNB IT application interfaces to which customers have access must be supported by appropriate training plans and materials, user guides and references, and contact information for additional assistance.
- 1.02 All references to IT Service Desks must include information regarding hours of service and expected turnaround for assistance requests.

2 PURPOSE

- 2.01 The purpose of this Directive is to ensure that customers have appropriate IT support whenever there is a reliance on supplied IT applications and interfaces for conducting business with GNB or using GNB services.

3 SCOPE

- 3.01 This directive applies to all IT applications and interfaces supplied by GNB and used by customers.

4 RESPONSIBILITY

- 4.01 Business Owners are responsible:
- To identify the training and support needed for customer activity
 - Provide training for customers
 - To develop and schedule departmental/organizational training for departmental/organizational specific instances of the service or application.
 - To ensure training includes business process as well as technical and support details.
- 4.02 IT Support is responsible for:
- Providing technical support to end users for all supported IT services.

5 DEFINITIONS

None

6 RELATED DIRECTIVES

OCIO IT 1.03 – Implementation Planning
OCIO IT 3.02 – Application Development and Implementation
OCIO IT 6.07 – Corporate Web Site
OCIO IT 6.08 – GNB Intranet