



Request for Information Technology Support Policy

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Policy It is the policy of Department of Behavioral Health (DBH) Information Technology Unit (DBH-IT) to ensure that DBH staff receive IT support and assistance when needed.

Purpose To describe the method for requesting support services from the Department of Behavioral Health (DBH) Information Technology Unit (DBH-IT).

Definitions

Applications: Computer software package that performs a specific function for an end user or another application based on carefully designed features.

Information System: An integrated set of components for collecting, storing, and processing data.

Programming Services: A set of services that involve designing, creating, and maintaining computer software applications or programs.

IT Helpdesk Requests The Help Desk provides support to all DBH staff, and administrative personnel who require assistance. In the event technical assistance is required for application and desktop issues, contact the DBH IT Helpdesk to submit a report. The helpdesk can be reached by:

- Email: DBH-IT-Helpdesk@dbh.sbcounty.gov
- Online: <https://wpcl.sbcounty.gov/dbh/for-staff/dbh-information-technology-helpline/>
- Phone: 909-386-9730

The preferred method of contact is the telephone, phone service requests will receive immediate attention, email requests may require up to four hours to be addressed.

Required Information:
When contacting the IT Helpdesk, identify the request as related to DBH and furnish the following information:

- County Employee ID number
- Staff name
- Clinic and/or Department unit name, address and phone number

Continued on next page

Request for Information Technology Support Policy, Continued

IT Helpdesk Requests, continued

- Clinic type (Mental Health or Alcohol/Drug)
- Reporting Unit
- Computer (blue tag) number
- Cost Center number (Department units only)

Reporting Concern:

Provide a description of the problem or request including detailed and concise information.

General Helpdesk Recommendations:

- Notify the Helpdesk in advance of any pre-determined required assistance.
 - Make every effort to be available to communicate with Helpdesk if required
 - Leave the computer on for the time period specified when a DBH-wide remote update is announced and follow the instructions provided.
 - Exercise patience, as the DBH Helpdesk receives a large volume of requests each day and there is an established rationale for assessing service priorities.
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Helpdesk Prioritization

Helpdesk technicians will prioritize responses in accordance with department exigencies as follows:

Priority	Definition	Response Time
Critical	A problem that affects the entire location or a department of users.	Within 2 hours
High	A problem that affects multiple users within a unit or area.	Within 4 hours
Medium	A general service request or problem that affects a single user	Within 1 working day
Low	A service request that does not require immediate attention or involves long range planning.	Within 1 working week

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Request for Information Technology Support Policy, Continued

Information Systems-Application Development and Reporting

For application systems and development, you must submit an Information Technology System Development Service Request form located at <https://wpcl.sbcounty.gov/dbh/for-staff/dbh-information-technology-helpline/> to request development support. Examples of programming services include:

- Creation of download files
 - Automation of office procedures
 - Development of PC databases/applications
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Related Policy or Procedure

DBH Standard Practice Manual and Departmental Forms:

- Data Integrity Policy (COM0925)
 - Internet Access policy (IT5003)
 - Computer and Network Appropriate Use Policy (IT5004)
 - Electronic Mail Use Policy (IT5005)
 - Remote Access Policy (IT5006)
 - User I.D and Password Policy (IT5009)
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References

- [Health Insurance Portability and Accountability Act of 1996 \(HIPAA\); Security Rule](#)