



REC'D UXB TOWN CLERK
2022 SEP 20 PM3:17

TECHNOLOGY ADMINISTRATIVE POLICY OF THE TOWN MANAGER

The following are policies related to Town IT access and use that must be followed by all Town staff and any volunteers who have access to Town technology in the form of computers, lap-tops, pads, cellphones, telephones, or any other technology. Note, MAGNA5 does not work on personal items or non-Uxbridge equipment.

For assistance with issues related to any of the following (bulleted list below), submit cases via email to help@tcgns.com to create a ticket in the MAGNA5 system. The case will automatically be assigned to a Help Desk Engineer and a ticket number will be emailed back to you. All correspondence to and from MAGNA5 with that email address and subject line will be logged and tracked through the entire process of the case.

- Remote Support, Onsite Service and Installation
- Email, Office 365, SharePoint, Box.com, Dropbox
- Desktop, Server, Network, Backup and Recovery
- Internet Access, VPN, Remote Desktop, Citrix
- Microsoft Office, Desktop & Cloud Applications
- File/Printer Access, Mobile, Antivirus, Malware

If your computer is no longer working, please ask a co-worker to submit a ticket for you. Any issues that are considered priority and need immediate attention, add URGENT to the subject line or call:

Phone:

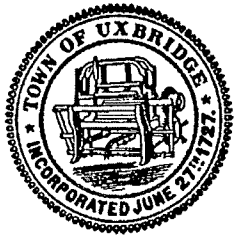
Between 8:30 am and 5:30 pm
(508) 650-9917 select option 1

After Hours:

24/7 Service
(508) 650-9917 select option 6

For purchasing technology equipment or software. If an employee needs equipment, the Department Head will submit a request to the Town Manager to get his/her approval; then, Department Head will submit the request to MAGNA5 for purchasing. No payment will be made for the purchase of technology that is not pre-approved by the Department Head and Town Manager; no equipment or software may be installed on any Town technology platform that is not pre-approved by the Department Head, Town Manager, and MAGNA5. For department planning that involves technology, contact the Department Head to get their approval before signing any contracts or making any commitment to ensure that they, the Town Manager, and MAGNA5 are aware of the changes and sign off that the infrastructure / support is able to handle the new equipment / software.

Please note the town has limited staff time to serve the needs of all departments (DPW, Library, Senior Center, Fire, Police, Town Hall, etc.). Please be aware that other departmental projects are in the works and when this occurs, ticket time and/or in-person scheduling may be delayed.



TOWN OF UXBRIDGE
OFFICE OF THE TOWN MANAGER
21 South Main Street
Uxbridge, MA 01569
508-278-8600

Alexandra Clauss
Administrative Assistant
Office of the Town Manager
& Board of Selectmen

MEMORANDUM

TO: Town Clerk

FROM: Alexandra Clauss

DATE: September 20, 2022

RE: Technology Administrative Policy of the Town Manager – Policy Acceptance

At a regularly scheduled Board of Selectmen's meeting on Monday, September 19, 2022, the Board voted to accept the revised Technology Administrative Policy of the Town Manager as presented. If you have any questions, please contact the office.

MOTION: Mandile **SECOND:** Wise
VOTE: that the Board of Selectmen approve the Technology Administrative Policy of the Town Manager as proposed. All in favor. The motion carried 3-0-0.
Wise-AYE, Mandile-AYE, Butler-AYE

/ac