

**LEON COUNTY E.M.S.**  
Standard Operating Guideline

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Title:           Contacting MIS  
Effective:       March 21, 2006  
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I. PURPOSE:

To provide uniform guidance on who to contact in the event of a problem with a computer, toughbook and / or network.

II. GUIDELINE:

If an employee has difficulty with a computer, toughbook and/or the network make contact with:

1. The MIS representative assigned to EMS. If unavailable call the Help Desk at 606-5500.
2. At all other times contact the on duty supervisor, who will have the contact number of the on-call MIS representative assigned to EMS. As a last resort, the on-duty supervisor may contact the after hours MIS department at 606-5502.
3. All incidents of difficulty shall be reported to the field operations supervisor.