

## Mission and Scope

The goal of the IT Department is to assist the departments of the tribal government by providing infrastructure and expertise in regards to information technology.

Our work focuses solely on tribal government departments, assets, and digital infrastructure and the department does not affiliate with district governments nor tribal entities.

## Job Definitions and Responsibilities

### Director

The **Director** acts as the guide and manager of the entire department. The overarching theme of this role is to help all other roles do their duties effectively by setting policy, guiding software/hardware implementation, and taking care of administrative duties for the department.

### Office Manager

The **Office Manager** acts as the nerve center of the entire department, interfacing with tribal employees and passing on necessary information Computer Support Specialists, Vendors, or other departments as necessary.

### Computer Support Specialist II

The **Computer Support Specialist II** acts as a skilled technician assisting tribal employees in both maintaining and furthering the capabilities of the tribe using both hardware and software.

### Computer Support Specialist I

The **Computer Support Specialist I** acts as a skilled technician assisting tribal employees in both maintaining the capabilities of the tribe using both hardware and software.

## Tech Authorization Process

This process is designed to ensure equipment is ordered in a timely manner and all parties have the necessary information and funding for substantial hardware and software purchases.

1. Tribal Employee fills out Tech Authorization Form (Form 403) that can be found on the SRST Website under "Employee Forms"
  - a. All boxes should be filled out on the form.
2. The Tribal Employee is to have their supervisor approve the form and sign the form, then emails it to [ITDept@standingrock.org](mailto:ITDept@standingrock.org)
3. The **Director** will review the Tech Authorization and either approve or deny it and inform the requesting Tribal Employee.
  - a. If the request includes hardware, it must be approved by the Property Department as well.
  - b. If no quote was initially provided, the Office Manager will obtain a quote matching as closely as possible to specification and send it back to requesting department.
4. The requesting Department runs a PO for the equipment, and if approved sends the PO to the IT **Office Manager** to place the order.

5. The vendor will ship the order to the IT Department to be received, at which point Property will tag it. This is generally expected to take 1-2 weeks.
6. **Office Manager** will send an invoice to the requesting department for the order. Once the PO has processed and the check is sent to IT, the **Computer Support Specialists** will schedule an install time.

NOTE: Due to repeated occurrences of departments circumventing this policy, IT must now also sign off on **all** purchases over \$300 for auditing purposes. Please attach the tech authorization as normal in Microix to ensure your order is approved.

## Equipment Transfer Process

All tech equipment to be used by one employee will always belong to its department, but when not in use will be kept and tagged in the IT Building for safekeeping. Newly purchased equipment and equipment returned via clearance form that is to be used by a specific employee is to be assigned with an Equipment Transfer form, specifying how long they are intended to use the equipment and that the director has approved. The process for completing this is as follows:

1. Department Director is to write a Memo OR email [ITDept@standingrock.org](mailto:ITDept@standingrock.org) stating they wish to assign owned equipment to a specific employee. Employee in question should be CC'd on the email as well.
2. Employee is to come to IT office with Memo or email and fill out equipment transfer form.
3. Both the employee and the **IT Director** are to sign the equipment transfer form, then the **Office Manager** will scan a copy to keep for internal records.

When an employee no longer works with the tribe, **all equipment** assigned by this process is to be returned to the IT Department to be tagged as being department equipment. If equipment is unassigned and/or not returned, all department tech property is assumed to be assigned to the director and they are responsible for ensuring equipment is not lost or stolen.

## Work Order Process

This process is designed to optimize the efficiency of work orders while also ensuring that the proper work is being done in every step of the process.

1. Tribal Employee needing assistance fills out a Work Order Request Form (Form 400). If the work order is an emergency, needing to be fixed within the next 5 minutes, they may call the **Office Manager** and request assistance.
  - a. Information required includes: Employee name, job title, means of contact, and location.
  - b. Tribal Employee selects Type of Issue, or enters their own if issue is not already on form
  - c. Tribal Employee describes, in detail, the issue needing to be resolved.
2. The **Office Manager** reviews the work order form and assigns it to another employee.
  - a. Simple work orders are to be assigned to a **Computer Support Specialist I**. These include things like phone/cmail issues, updating devices, installing software, etc.

- b. Intermediate work orders are to be assigned to a **Computer Support Specialist II**. These include things such as installing hardware, training employees on specialized software, and repairing hardware. In the event that no **Computer Support Specialist I** is available, any of their work orders are to be done by this role.
  3. The assigned **Computer Support Specialist** will resolve the work order, then update the Work Order Request (Form 400) and put it into the completed work orders folder.
    - a. In the event that a **Computer Support Specialist I** does not know how to do a task involved in the work order, they are to escalate the work order to a **Computer Support Specialist II** and shadow them to learn how to fix the problem. This is also true for a **Computer Support Specialist II** escalating a work order to the **Director**.
    - b. In the event that a work order must be done by a 3<sup>rd</sup> party vendor, the **Computer Support Specialist** is to contact the vendor and put in a support ticket, ensuring that the ticket is followed through. Issues arising in this process should be escalated to the **Director**.

## Incident Report

In the event of a cybersecurity incident such as a suspicious email, strange phone call, or suspicion of someone accessing your device without consent, an incident report should be sent to [ITDept@standingrock.org](mailto:ITDept@standingrock.org) **IMMEDIATELY**. The form may be found on the SRST Website under Employee Forms.

## Social Media Requests and Announcements

Tribal Employees, third party organizations, and civilians may request information be sent to the SRST Announcements email, posted on social media accounts, or posted as a news post on the SRST Website. All requests should be sent to [ITDept@standingrock.org](mailto:ITDept@standingrock.org) with the following information:

- The subject, body, and all files to be attached to the announcement
- Where the announcement is to be posted.

*(Note that the IT Department has no affiliation with the Teton Times nor KLND Radio 89.5 FM and only contacts these groups in the event of emergency.)*

The **Office Manager** will send out email announcements, while social media announcements are to be posted by a **Computer Support Specialist II**. The **Director** reserves the right to refuse any announcement or social media post requested. In the event of a refusal, the employee may request a memo be signed by the **Chairman** or **Executive Director** to release the requested footage with an explanation as to why. Refusals from third party organizations or civilians will not be appealed. It is against Standing Rock Sioux Tribe Policy to post anything on our social media or website actively endorsing a candidate for political office.

## Requesting Camera Footage

IT and Security manages the monitoring of security camera footage for the entire tribe. Requests for camera footage should be sent to the **Director**, who holds the right to refuse frivolous requests. In

the event of a refusal, the employee may request a memo be signed by the **Chairman** or **Executive Director** to release the requested footage with an explanation as to why. All requests made to **Non-Director IT** or Security staff will be automatically rejected. All requests made by the Bureau of Indian Affairs, the Federal Bureau of Investigation, or other Federal entities ***MUST*** be complied with.

### Lost/Stolen Equipment

All lost or stolen equipment should be reported as soon as possible to the IT Department. Tribal Employees should report this either by filling out an incident report online and sending it to [ITDept@standingrock.org](mailto:ITDept@standingrock.org) OR coming to the IT Office in-person and filling out a form. Once completed, a replacement piece of equipment can be ordered and a loaner be provided if available.

### General Inquiries

For all other general inquiries, email us at [ITDept@standingrock.org](mailto:ITDept@standingrock.org) or ask in-person in the IT Department Office.

This document must be reviewed and revised twice a year, during Q1 and Q3.

Date	IT Department Signatures	Executive Director Signature
11/21/24	<i>Ann Cannata</i>	<i>[Signature]</i> 11/20/24
11/21/24	<i>Donnell M. Cudotte</i>	
11/21/24	<i>Casey Fasthouse</i>	
11/25/24	<i>Brian White-Tomph</i>	
11/25/24	<i>Stephanie Leprier</i>	