

Fresno Regional Workforce Investment Board

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Blake Konczal, Executive Director

Information Bulletin

FRWIB IB # 06-08, Revision D

Date Released: July 1, 2015

To: All Fresno Regional Workforce Investment Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 1, 2016

Subject: Technology and Facilities Support

Applicable Program: All

Revision History: Initial Release – 12/4/08, Revision B – 3/1/13

This Revision D updates the current facilities assignments.

Technology

The IT Help Desk is the focal point for all technology-related requests. This includes personal computers (PCs), telephones, printers, copiers, fax machines, email, and software. The requestor can either call (559) 230-4444 or send an email to support@workforce-connection.com. The help desk will create a work order ticket and dispatch the appropriate staff person. Once the work order is complete, the help desk will notify the requestor that the job has been completed.

The help desk will also dispatch service calls to external resources, as appropriate, for equipment that is out-of-service. For out-of-service copiers, the help desk will inform the facilities group of the problem as well.

Facilities

The facilities group is the focal point for facility-related requests. This includes, but is not limited to: safety, keys, security swipe cards, furniture, climate controls, parking, lighting, janitorial, conference room setup, etc. Below is a chart indicating responsibility, by site.

<u>Site</u>	<u>Contact Person</u>	<u>Email</u>	<u>Phone (559 area code)</u>
Manchester	Tom Ortega	tortega@workforce-connection.com	230-4420
Business Service Center	Tom Ortega	tortega@workforce-connection.com	230-4420
Reedley	Augie Quiroz	aquiroz@workforce-connection.com	490-7126
FRWIB Office	Augie Quiroz	aquiroz@workforce-connection.com	490-7126

The facilities group will also be responsible for the following at each site:

- Maintain and order copy paper, toner, and letterhead
- Sound equipment

New Staff

A minimum five-day lead-time is needed to arrange set-up for a new Workforce Innovation and Opportunities Act (WIOA) staff person. The One-Stop Contract Coordinator (OSCC) will generate a request, via email, to both the facilities group and the IT help desk group regarding new hire start date and desired location. Prior to sending the email, the OSCC must coordinate the specific desk/cubicle location with the facilities group to ensure space availability. Each email request must contain the following:

- Name
- Organization
- Site
- Location (number of cubicle, office, or desk)
- Equipment Needs (i.e., PC, phone, closest network printer)
- Keys/ security swipe card
- Start Date (a minimum of five-day lead-time)
- Specific network or program resource needed
- Attached Photo ID (if available)

Each OSCC is responsible for designating a contact person with the facilities group.

For staff from partner organizations or FRWIB, the requests will be submitted by the facilities group containing the above-mentioned requirements.

Moving existing staff to new locations, offices or cubicles will follow the same process, except for the need to include keys, security card or photo ID.

Departing Staff

The lead or designee for each organization will notify the facilities group and the help desk, via email (if lead-time permits), of a departing staff member. If lead-time is not feasible, notification will be via telephone. Prior to staff leaving, the lead or designee must collect any keys, security swipe cards, etc., from the departing staff member.