1.   Why does Information Systems use work order forms?

   a.   To time stamp when Information Systems received the work order.
   b.   To insure in writing that the user requires the work and that the proper person is authorizing the work.
   c.   As recommended by outside auditor, Information Systems Director must approve all programming work.
   d.   As recommended by outside auditor, notification that work has been completed,   so Information Systems Director can keep track of work orders not completed and prioritize the work.
   f.   To record chargeable work.
   g.   Monthly reports to user departments, listing their work orders, work orders requesting their data, and work orders not completed.

2.   When is a work order necessary?
   a.   For operations, a work order is necessary for any work that is not part of the daily, weekly, bi-weekly, or monthly cycle of an application system.
   b.   For programming, a work order is necessary for any new program, program change, or file update.
   c.   A work order is necessary for all chargeable work.

H.   **Prepayments.** Information Systems will request prepayment for all non-county work orders that are over $100 dollars. If prepayment is a check or money order, make it payable to Rock Island County General Fund.

I.   Information Systems performs the work defined by the work order in as timely a fashion as possible, and records the date and time it was finished on the work order.

K.   Information Systems notifies the requestee listed on the work order, that the job is finished.

III.   Work Completed

A.   The requestee must pick up or arrange for delivery of all output from the work order.

B.   The work order must then be signed and dated by the person picking up the work. (output received by, output received date). If delivered by mail, the Information Systems representative will date and sign the work order.

C.   The Senior Computer Operator retains all work orders until the end of the fiscal year following the one in which the job was submitted.

F.   The Senior Computer Operator sends out monthly invoices. All monies and checks should be made payable to the Rock Island County General Fund. The remit to address is:

> Rock Island County
> Treasurer's Office
> 1504 3rd Ave
> Rock Island, IL 61201

G.   The Senior Computer Operator will run monthly job accounting reports. These reports will be sent to the Office Holders and Department Heads showing all work orders requested by their department and those work orders requesting use of their data.

IV.   Release of Information

A.   All outside agencies must sign a Rock Island County Information Systems Department Information Request release form.

B.   Parties requesting information, must use the information received in the manner as they described on the work order form.

V.   Questions About Work Orders

Rock Island County Information Systems Department
Work Order Policy

A work order form must be filled out for all jobs that are not part of a daily, weekly, bi-weekly and / or monthly cycle.

I.   <u>Person Submitting Work Order</u>

    A.   Fill in the user info: Name or Company, name of person requesting the work, date, telephone number, description of information, who will use the data and for what purpose, the deadline for completion, and the billing name & address.

    B.   **Description**. Describe in detail, the information you need. If you know have any questions, please contact the Information Systems Department.

    C.   **Deadlines.** Deadlines established by County, State or Federal Statute shall generally have priority over all others except as may be specified by County Board. Deadlines established by mutual agreement of the user department and the Information Systems Director or in her absence the Systems & Programming Manager shall carry the next highest priority. Deadlines established by the user department for their own convenience carry the lowest priority. All works orders for county business have priority over work orders for non-county business. The Information Systems Department fully expects to meet all such convenience deadlines, and will always strive to meet them.

    D.   **Release Info**. The **Officeholder or Department Head** that is responsible for approving the dissemination of the requested data and must sign their name on the Released by signature line of the Work Order to allow the release of the information.

    E.   Attach to the work order form any required job input data or if needed a more detailed job description.

    F.   Send or give the work orders to the Information Systems Department.

II.   <u>Information Systems Department</u>

    A.   If the work order is rejected, the "rejected?" field will be marked yes and a brief reason for rejection will follow. The Work Order form will then be returned to the requestee.

    F.   If the work order requires programming, the Information Systems Director will assign a programmer to do the work order.

    G.   With the help of the assigned programmer, the operator then can fill out the job code, time estimate, and cost.