

Stockbridge-Munsee Community/North Star Casino



MIS Daytime Work Flow Procedure

Staff on Casino On Call Rotation:

Pam Huck
Randi Grant
Ralph Kizewski
Rosemary Warrington
Norberto Vargas
Patrick Waukau

Second Tier Staff:

Pam Huck
Rob Kosowski

Second Tier Bally's System:

Patrick Waukau
Norberto Vargas

Second Tier Great Plains and Stromberg integration with Great Plains:

Rajeev Ranjan

Third Tier IT Administration:

Rob Kosowski (First through the 15th) (WAN; Frontier; Mitel)
Jesse Fenn (16th through the end of the month)

Fourth Tier:

Vendors: Source One; Bally; HDS

Management:

Mary Thao
Shane Gollnick

On Call Flow Process:

1. Technician; (level one) are determined by rotating calendar; available in IT Team Site - Share Point.
2. Technicians are responsible for making sure they are the point of contact during their on-call rotation via Google Voice. The technician who is going off schedule from the on-call rotation; should make sure that they set google voice to forward calls and messages to that week's next on-call technician. If they fail to do this, they should pick up any calls until it can be forwarded.
3. Technicians that are on call must adhere to the IT Operations Manual under the on-call section.
4. On-Call technicians are encouraged not to take PTO on the week they are scheduled to be on call. If you do make a "switch" of an on-call week with another technician; it must be documented in the IT SharePoint calendar. If there is an emergency it is the on-call technician's responsibility to find coverage for that on call shift. This must be verified to their supervisor through email.
5. Network technicians schedule:
 - a. Rob Kosowski; First through the fifteenth of the month.
 - b. Jesse Fenn; sixteenth to the end of month.
6. Bally Technicians: Both technicians will be called and emailed for escalation.
7. Management; always available, as needed by email or phone.

Procedure for on Call staff:

Level One Techs:

1. Dispatch contacts on call person.
2. On call technician responds to initial call with in 30 minute time frame.
3. On Call technician assesses situation determining if issue can be solved by remote access or onsite access.
4. At any point; on call staff, may contact either Pam Huck or Rob Kosowski as needed for questions concerning where documentation is located; or for assistance with programs that are regularly supported by Casino Staff
5. Any other system other than Bally's programs, Great Plains or Stromberg; should be supported by contacting vendor support listed in the Vendor documentation listed in our IT app.
6. Any Eatec issues that can't be resolved by on call tech; should be escalated to Ralph Kizewski.
7. Call is considered completed when dispatch closes incident.
8. Questions regarding location of documentation may be requested by level one techs as documentation is currently divided between 3 sites

Level Two Bally Techs:

1. Items to be escalated to Level two on Bally's includes anything other than passwords resets or documented issues.
2. Anything that the Level two techs cannot resolve by either walking the level one tech through, or providing documentation will require a Level Two Bally tech to take over.
3. Server issues with any .106; and the WI309 Bally Server are all issues that should be referred to Bally Level Two techs.

Level Two Network Techs:

1. Items that should be escalated to Level Two Network technicians.
 - a. Servers offline or not responding (.104)
 - b. Switch, router, firewall connectivity issues
 - c. DNS issues
 - d. Can't remote into system (VPN)
 - e. Frontier phone issues; IE; known analog lines and circuits
 - f. Restoring backups
 - g. Internet connectivity down; multiple workstations as opposed to one.
 - h. If PRTG has a significant number of outages
2. Anything that can't be walked through with Level One Technician and Level Two Staff will require full support by Level Two Network Techs.

Time frame for contacting Level Two Technicians:

1. First contact Level Two Tech(s) by both email and phone call.
2. If no response after 15 min.; make a second attempt by email and phone call.
3. If no response after 10 min; email to Shane and Mary regarding current situation.
 - a. Cc, Level two tech(s) with this correspondence.

**All Casino Outages as it relates to internet down, casino gaming floor issues with promotions or loss of service, or Email is down, the CIO should always be informed via email and phone call or text.

Staff Cell Phone Numbers

Corey	715-304-6011
Jess	715-701-1997
Jesse	715-851-4062
Mary	715-881-2550
Norberto	715-304-8312
Pam	715-853-1451
Patrick	715-301-3558
Raj	715-524-3136
Ralph	715-851-4063
Randi	715-851-9513
Rob	715-881-1252
RoseMary	715-851-0636
Sarah	715-881-1498
Shane	920-277-1412
Travis	715-881-1163