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R. Brantley Murray
Commissioner

J. Webb Fuller
Town Manager

Anna D. Sadler
Commissioner

Board of Commissioners Policy

MIS Support Policy for Commissioners

(Adoption Date: April 2, 2003)

(Updated: June 4, 2003)

This policy has been developed to ensure and to facilitate the ability of the Town of Nags Head Board of Commissioners to have access to the electronic information necessary to perform their duties and to define the Management Information Systems (MIS) support process offered to elected officials.

Any Board member that needs assistance from the Management Information Systems Division may request support by notifying the Town Manager of his or her support need. Upon this notification, the Manager will ask MIS to contact the Board member via email or by phone. If it is determined by MIS that resolution to this request cannot be solved over the phone or through email, MIS will notify the Town Manager of its findings. The Manager will then determine if one of the MIS support staff should be dispatched from the Town offices to fix the problem. This determination will take into account that any efforts in time or funds will have a cost benefit to the Town in terms of Town benefit exceeding any incidental perceived personal benefit. Both the Commissioner being offered MIS support and the Town Manager understand that the Town is not liable for any incidental damages that may occur during the support process, e.g., the loss of personal data or damage of personal property.

If a Commissioner contacts MIS support personnel directly, MIS will determine the problem and offer support over the phone or by email as long as the determination and support offered is prioritized in a manner consistent with MIS best practices.

No support personnel will be dispatched from the MIS offices to service any Board member without prior authorization from the Town Manager or his proxy.

All support requests from Board members' will be documented by MIS, detailing the problem, the solution and the amount of labor specified in minutes and hours.

All such support requests will be reported to the Town Manager.

Responsible for Update: Deputy Town Manager/ Finance Director