

**1 DIRECTIVE**

1.01 All **GNB Network Users** will be provided with:

- IT materials identifying and documenting the IT services and systems available
- Information regarding education options available for each service,
- Service desk information, including hours of availability and contact information.

**2 PURPOSE**

2.01 The purpose of this Directive is to ensure that users can derive the maximum benefit from GNB investment in IT services, and to ensure that IT system usage complies with the organization's policies, best practices and legal and regulatory requirements.

**3 SCOPE**

3.01 This directive applies to all GNB IT systems and all end users.

**4 RESPONSIBILITY**

4.01 Business Owners are responsible:

- To identify the training and support needed for customer activity
- Provide training for customers
- To develop and schedule departmental/organizational training for departmental/organizational specific instances of the service or application.
- To ensure training includes business process as well as technical and support details.

4.02 IT Support is responsible for:

- Providing technical support to end users for all supported IT services.

**5 DEFINITIONS**

None

**6 RELATED DIRECTIVES**

OCIO IT 1.03 – Implementation Planning

OCIO IT 3.02 – Application Development and Implementation

OCIO IT 6.07 – Corporate Website

OCIO IT 6.08 – GNB Intranet