1. Responsibility

All who access **BLACK GAMING, LLC** data are responsible to abide by this policy.

2. Purpose

The purpose of the Help Desk Policy is to provide users of **BLACK GAMING, LLC'S** information resources with guidelines for reporting all user issues, information security incidents, and requests for change, to the Information Technology Department. In addition, it establishes the mandatory requirements for all of the above mentioned requests and any associated authorizations.

3. Scope

This policy applies to all areas of **BLACK GAMING, LLC** and to all full- and part-time employees, contractors, vendors, consultants, temporary staff, other workers including personnel affiliated with third parties, and agents of and at **BLACK GAMING, LLC** who wish to utilize the services of the Information Technology Department.

4. Policy

4.1. Help Desk Operations

All requests for Information Technology Support services must be documented with a Help Desk ticket before IT resources can be assigned. Information contained in the **BLACK GAMING, LLC** Help Desk application is the property of **BLACK GAMING, LLC** and represent official **BLACK GAMING, LLC** records. Help Desk tickets should include but are not limited to:
- User Issue Reporting
- Acquisitions of IT hardware, software, communications, and third party services.
- IT Hardware, software, and communications installation, change or termination/deletions.
- Logical Security Administration.
- All ticket closures need to gain approval via Actions – Submit for Approval within the Helpdesk ticket. This approval needs to be granted by either the individual requesting service, Director of IT Support, or the IT Data Systems Manager.

4.2. User Issue Reporting

All employees using **BLACK GAMING LLC** Information Technology Production Infrastructure and associated applications must report any problems to the Help Desk via phone call and/or email. The Help Desk will document each problem report in a help desk ticket. The help desk operator assigns help desk tickets to technicians, specialists, and/or the Director of IT Support for resolution based upon the problem designation.

The Director of IT Support is notified immediately upon the reporting of an issue to the Help Desk that may have system security or information loss potential. The IT Director of Support is responsible for notifying Senior Management and making any necessary reports to law enforcement, insurance companies or notification of the customers involved. The Director of IT Support is responsible to ensure the lessons learned from impactive issues are reflective in the policies and procedures to reduce the impact of the current and any future incidents.

Issues classified as having system security or information loss potential as incidents include but are not limited to the following:
- Evidence of a virus or worm invading the network.
- Evidence of an attacker who gains access to a server.

- Evidence of password cracking or compromise.
- A jump drive, cell phone or other media that is misplaced or stolen known to contain customer and/or proprietary information.
- Confidential customer and/or proprietary information that was to be shred that was instead dumped into a regular waste basket.
- A notebook or desktop computer that is lost or stolen that contained confidential information.
- A lost or misplaced data tape cartridge.
- Unauthorized individuals in a secured IT environment.

4.3. Acquisitions

All requests for the purchase of IT hardware, software, communications, and third party services must be documented in a Help Desk ticket. The request can be made via phone call and/or email. The help desk will document each request in a help desk ticket utilizing the Project Request Information form. Any special requirements and estimated costs involved are noted on this form. Prior to purchase, both the user's department management and the IT Director, must approve the acquisition.

Change management requests are evaluated by IT Management to determine request feasibility and if request is a Special Project/SDLC. Special Projects are requests that require more than 20 hours and/or expenditures in excess of $5K. Before a Special Project can be submitted to Senior Management for approval, a Project Request Form must be completed and authorized by the requesting department's management.

Should the acquisition exceed the IT Director's purchasing authority ($1000.00), the Chief Financial Officer and/or the Chief Operations Officer must also approve the acquisition. These approvals are documented on the Project Request Information form which is attached to the help desk ticket.

4.4. Hardware/Software/Communications Installation, Change, Termination/Deletion

See Change Management and Special Project / SDLC Documentation Requirements

4.5. Logical Security Administration

See Information Security and Access Control Policy, Access Control section.

5. Enforcement

Management will determine appropriate use and enforce this policy. A violation of this policy will be acted upon immediately, and appropriate corrective action taken. Any violation of this Policy by the employee may result in disciplinary action, to and including, the following:

- Offenses will be reported to the employee's manager for review.
- Probation
- Termination of employment
- Other disciplinary action
- Civil and/or criminal prosecution

6. Additional Information
Any inquiries relating to this Help Desk Policy should be directed to the Director of IT Support.