

ALL incoming calls and emails from clients go through our Dispatch system to be qualified for Service Orders

| Brief Description of Support Area | Responsible Support Staff in order to receive call |
|---|---|
| IBM i/Power Systems Problem | Chuck, Sam, Jesse |
| IBM i/Power Systems Problem eVault issue | Sam, Chuck, Jesse |
| Assessors Real Estate (includes BPTC) | Jody, Deb, Joel, Sam |
| Auditors Accounting AP - Claims and Month End | Erika, Linda, Rollie, Alison |
| Auditors Accounting Budgets, Accrual | Erika, Linda, Alison |
| Auditors Base Real Estate, TIF | Deb, Jody, Linda, Joel, Sam |
| Auditors Drainage Accounting | Erika, Linda, Rollie, Alison |
| Auditors Drainage Real Estate | Deb, Jody, Sam, Chuck |
| Auditors Fixed Assets | Erika, Linda, Rollie, Alison |
| Auditors Grain Tax Receipt, Utility Taxes | Deb, Jody, Linda, Sam, Joel |
| Auditors Payroll, IPERS, W2s, 1099's support | Erika, Linda, Rollie |
| Billing issues (any) | Alaire, Max, Greg |
| City Program AP | Erika, Linda, Rollie, Alison |
| City Program Budget | Erika, Linda, Jesse, Rollie, Alison |
| City Program Payroll | Erika, Linda, Rollie |
| Claims by Department | Linda, Erika, Rollie, Alison |
| CLRIS | Alison, Deb |
| Connectivity Problem | Alex, Tom, Mike, Chuck |
| CSN Import | Erika, Alison, Linda, Rollie |
| Datto | Christian, Dalton, Tom |
| Datto RMM | Christian, Alex |
| Documentation | ALL |
| Document Locator | Jody, Becky, Alison, Sam, Alex, Brigitte |
| Email Problem | Josh P, Christian, Dalton, Alex, Tom, Mike, Chuck |
| Engineers DOT Accounting | Linda, Rollie |
| Engineers DOT Payroll | Linda, Rollie |
| Engineers Equipment / Road Costing | Linda, Rollie |
| Engineers Parts and Materials | Linda, Rollie |
| Exchange Hosting Mail Filter Billing | Alaire, Max, Greg |
| Imaging | Jody, Becky, Alison, Deb, Linda, Erika |
| Iowa Land Records | Alison, Deb |
| Kofax | Becky, Alison, Alex, Deb, Linda |
| Managed Services | Christian, Mandy, Mike |
| Manuals Billing | Alaire, Max, Greg |
| Meetings or Classes Billings | Alaire, Max, Greg |
| On Demand | Linda, Becky, Alison, Chuck, Deb, Erika |
| PC Problem | Josh P, Christian, Dalton, Alex, Tom, Mike, Chuck |
| Printer Problem | Josh P, Christian, Dalton, Alex, Tom, Mike, Chuck |
| Query | Linda, Deb, Erika, Chuck |
| Real Estate File Transfers | Sam, Joel, Alex, |
| Recorder Accounts Receivable | Jody, Deb, Alison |
| Recorder Boat/Snow/ ATV | Jody, Deb, Alison |
| Recorders Esubmission | Jody, Deb, Alison |
| Recorder Instrument Indexing | Jody, Deb, Alison |
| Recorder Vital Statistics | Jody, Deb, Alison |
| Remote Backup Billing | Alaire, Max |
| Research | ALL |
| Sales | Josh C., Jordan, Greg, Max |
| Server Problem | Mike, Tom, Alex, Chuck |
| Service Order Billings | Alaire, Max |
| Technical Dispatch | Mandy, Brigitte, Max, Kerri |
| Testing | ALL |
| Training Client | ALL |
| Treasurer Accounting (G/L) and (M/E) | Linda, Erika, Rollie, Alison, Chuck |
| Treasurer Apportionment | Linda, Joel, Chuck |
| Treasurer Banking and Investments | Linda, Rollie, Chuck |
| Treasurer Excise Tax | Linda, Chuck |
| Treasurer Iowa Access | Linda, Joel, Chuck |
| Treasurer Mobile Homes | Linda, Chuck |
| Treasurer Tax Receipting | Linda, Chuck |
| Treasurer Tax Sale | Linda, Chuck |
| Treasurer 1099's Support | Linda, Erika, Rollie |
| Vendor Calls | Greg, Max |
| WatchGuard | Christian, Dalton |
| Webroot | Christian, Mandy, Brigitte, Dalton |
| Website Maintenance | Max, Mandy, Jude, Zach |
| W2's and 1099's (Billing questions only) | Alaire |