



**Management Information Systems Department
(MIS)
Work order Policy**

The MIS Department supports the mission of the Three Affiliated Tribes by providing computing solutions for the Three Affiliated Tribes and its employees. MIS Department provides technical support for over 900+ users on the TAT Tribal Network System. The demand for MIS Department's Technical services are high we operate on a first come first serve basis or if there is a crisis situation that needs to be attended to. MIS Department does their best to provide support if resources allow.

When MIS Department is contacted for a work order request, Tribal employees are asked via telephone thru email or fax to fill out a work order. In filling out a work order form we ask the employee to fill out their name, department they work in, the date and the request or the issue of the problem. Work orders are logged and entered into the work order data base on a daily basis. There is an estimate of (5) work orders a day per computer technician, the majority of the work orders are network support, desktop computer support, internet and email problems. MIS Department also maintains the telephone line system in the TAT Tribal administrative offices which consists of switching and transferring of phones line extensions. MIS also syncs Tribal cell phone users to have access to Tribal email. The MIS Department also maintains the Tribe's Webpage. www.mhanation.com

Currently there are (8) employees in the MIS Department, Wayne Simpson-MIS Administrator, Billie Walks-MIS Administrative Assistant, Bonnie Baker-MIS Office Manager, Claude Olson-Network Administrator, Fawn Fettig-Webpage Designer, Nick Rabbithead- Network Technician, Zach Benton-Computer Technician, Percy Chase-Computer Technician.
