<p style="text-align:center">The First Baptist Church of Springdale
The Church at Pinnacle Hills</p>

<p style="text-align:right">Issue Date: 2/7/05</p>

1.0   TECHNOLOGY / WEBSITE MAINTAINENCE POLICY

.01 It is the purpose and goal of the Technology department and Website department to assist the ministers and staff of FBCS and CPH to accomplish their goal of reaching NWA, America and the world for Jesus Christ through the use of technology and communication of websites.

1.1   Tech/Web Request Submission

.01 All FBC/CPH Technology / Website requests must be submitted online at www.fbcs.net/support/. (*Attached is an example of the Tech/Web Request form)* This includes but not limited to:

- Web Support: Request regarding creation, content, or changes of websites.
- Technology Support: Request regarding computer, printer, or phone problems, new computers or printers and network and server problems.
- Emergency Issues: These issues do not have to be submitted online but must be reported ASAP to the *Tech/Web Coordinator

Fill in the requested information on the Tech/Web Support form and describe in detail the request being made. Once that has been completed click on the "Submit" button and the form will be sent to the Tech/Web Coordinator.

1.2   Project Request Priority Categories

.01 Once the form has been submitted, the Tech/Web Coordinator will call if necessary to confirm and clarify the request. The submitted form will then be given and reviewed by the Website Department Head (Brian Armas) if it is a website issue and the Technology Department Head (Joel Edwards) if it is a technology issue. Each Department Head will review each request for its priority status and give it a priority category. The following are the categories in which the request will be arranged.

- Category RED = Emergency Issues. The Tech/Web Coordinator will contact Joel Edwards or Brian Armas immediately to notify them of any category RED issues. At that time the Tech/Web Coordinator or the Department Head will contact those involved if more information is required or to indicate a time of resolution for the problem. These issues will be worked on immediately to its resolution. Status updates on a category RED will be given only if the issue takes more then an hour to resolve or when the issue has been resolved.

- Category RED issues would include but not limited to:
    1. Internet, email, Shelby, websites or other software that is inaccessible.
    2. Computers, printers, monitors, or other software that is not working at all or is preventing work from being done.
- Category A = is a project that is worked on immediately with a status report given daily by the Tech/Web Coordinator to the person who submitted the request.
- Category B = is a project which will be given an approximate date of completion with a weekly status report by the Tech/Web Coordinator to the person who submitted the request.
- Category C = is a project which will be worked on but is not given a date of approximate completion nor a status report. The person who submitted the request will be contacted by the Tech/Web Coordinator only upon the projects completion.
- Category D = is a project which has been denied at this time with an explanation of denial given to the person who submitted the request.

1.3 Project Request Status Reports

.01 Once the request has been given a priority category the person who requested the project will receive an email indicating which category their project has received and depending on the category they will be sent a daily or weekly update status reports on the project.

.02 The Tech/Web Coordinator will keep a log for the Technology Department and the Website Department. The logs will contain all request and status reports for reference and review as needed.

.03 Should anyone have questions regarding the project or its status should contact the Tech/Web Coordinator at Ext.