

Information Technology Expectations and Standards

Revision: *Initial Release*

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<https://itservices.machspec.com/policies>

1 Purpose

This document outlines the expectations for members of the IT Department. The purpose is to ensure consistent, high-quality service to our users along with accountability and security in order to support Machine Specialties' goals.

2 Principles

Accountability

We are responsible for systems and tasks assigned to us. This includes taking ownership of issues from identification through resolution. We focus on resolution and prevention rather than blame.

Integrity

Act honestly, ethically, and transparently in all professional activities. Decisions should be made in the best interest of Machine Specialties, even when inconvenient or under pressure.

Reliability

We must deliver consistent and dependable services. When disruptions occur, we need to communicate clearly and work diligently to restore service.

Security-first mindset

We must consider security implications in all technical decisions.

Continuous improvement

We should actively seek opportunities to improve systems, processes, and individual skills.

3 Operational Expectations

The following are expected of all members of the IT Department:

3.1 Service and Support

- Respond to support requests within the defined SLA timeframe.
- Take ownership of assigned work items through resolution or escalation.

3.2 Security and Compliance

- Follow principles of least privilege and least access for system access.
- Report suspected security incidents immediately.

3.3 Documentation

- Maintain accurate and up-to-date documentation for your systems and projects.
- Ensure documentation is understandable by another team member.

3.4 Professionalism

- Communicate clearly and respectfully with both technical and non-technical users.
- Be punctual and prepared for meetings, maintenance windows, and other scheduled duties.
- Represent the IT department professionally at all times.

4 History

Date of Change	Revision	Responsible	Summary of Change
2025-12-26	-	Owen Jacobs	Initial release