

**Reference:** ADMINISTRATIVE SERVICES - INFORMATION TECHNOLOGY (IT)  
**Section:** ADMINISTRATIVE SERVICES  
**Title:** NEW EMPLOYEE ORIENTATION  
**Policy Number:** 06-01-10  
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## **I. PURPOSE**

The **mission** of IT is to provide the Niagara Frontier Transportation Authority and the Niagara Frontier Transit Metro System, Inc. (collectively referred to as "NFTA" or "Authority"), its branch operations and business centers, with business systems analysis and automation to achieve efficient, timely, and reliable system solutions at a reasonable cost. The goal of the IT department is to improve organizational productivity and performance through more effective and consistent application of integrated technology.

The **vision** of the IT Department is to maximize the use of proven technology in the effective and efficient provision of transportation services.

## **II. POLICY**

The IT Department will make every attempt to coordinate its orientation program for new employees with the Human Resources Department and New Employee Department Managers. The orientation will consist of:

- A. A brief overview of the services provided by the IT Department
- B. Brief training on accessing authority network services
- C. Brief training on the authority email system
- D. In the case of employees that will access the Maintenance Information Management System (MIMS), training will be coordinated and provided by either IT support staff or the employee's department.

## **III. IT ORIENTATION PACKAGE**

This is a compilation of useful information for a new Authority employee. At the very minimum it will contain the IT Departmental Reference Manual.

IT Departmental Reference Manual contents:

- a. IT Mission Statement
- b. IT Vision
- c. IT Location
- d. Support staff contact information
- e. Instructions on the use of Intranet
- f. Software Standards
- g. Help Desk number and process
- h. Hours of Operation
- i. Required forms and IT user related policies and procedures
10. Request For Services
11. Use of Internet
12. Computer and Network Access and Use
13. Password Policy
14. Report Definition Language (RDL) Request Form

#### **IV. Termination of Access:**

Access to the Authority network is a privilege that may be granted or withdrawn by the Authority at any time. Upon the termination of an employee's employment at the Authority, either the Department Manager or Human Resources MUST notify the IT department. The employee's access to all Authority computer systems and networks will be disabled. Notification should be submitted to the Manager, IT, using the "Employee Access to Computer Systems Request Form".