# Document Control

## Versioning

|  |  |  |
| --- | --- | --- |
| **Name** | **Date** | **Reason** |
| Version 2 | February 15, 2018 | Placed into production |

## Applicable Parties

This document is strictly confidential and should only be distributed or viewed by the following parties:

* HAL Designated Associates
* HAL Regional Employees (Compartmented to the Division)
* HAL Management Team
* HAL Auditing Team

## Review Period

This document is subject to review by the Information Security Policy Committee (ISPC) at a minimum interval of quarterly (every 3 months) at a maximum interval of bi-annually (every 6 months).

### Previous Reviews

|  |  |  |
| --- | --- | --- |
| **Committee** | **Review Date** | **Approval Date** |
| ISPC | 7/15/2017 | 8/1/2017 |
| CEO | 1/21/2018 | 1/22/2018 |
| Corporate CIO | 1/23/2018 | 1/23/2018 |

# Purpose

The purpose of this policy is to provide guidance for the use of the Corporate Help Desk.

# Scope

## Applicability

This policy applies to all HAL employees and affiliates at all HAL facilities and locations world-wide.

## Ownership

This policy is under the direct control of the HAL Corporate CIO with input from the Change Control Office and other members of management with an interest in the program.

# Policy

## General Guidelines

All members of the organization will email the office of the CIO ([cio@halcorp.biz](mailto:cio@halcorp.biz)) for all Help Desk Services, and the office of the CISO for all Change Control and Incident Response reporting requirements.

## Specific Guidance

Use the following naming scheme for all the requests you upload: “TEAM\_LASTNAME\_ServiceDeskRequest”

# Enforcement

Any employee found to be in violation this policy may be subject to disciplinary action, up to and including termination of employment.