

Calls at the IT Dept

From : Fred Chua <fred.chua@fumaco.local>

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Subject : Calls at the IT Dept**To** : all@fumaco.local

Hi Everyone,

I personally have been noticing over the past few months the rise in the number of calls that are being directed at the IT department. Because of this, a lot of the work (time and effort) at the IT department has been solely dedicated to answering queries, with hours and hours of conversations on a variety of issues, many of which are repetitive and non-critical matters.

I'm asking you right now to direct all queries, questions and feature requests to it@fumaco.local.

By writing to it@fumaco.local, all 3 of us, Fred Albert, and Jae, will be receiving the email. We will respond to the queries as fast as possible.

This doesn't mean we won't be answering calls. Please do call for critical issues. We can consider issues critical in the following circumstances:

- 1.) Connection / Server access is lost
- 2.) Data loss on any server or email.
- 3.) Security issues

This will help minimize the number of calls at the IT dept while at the same time allowing our IT department to work as fast as possible on the most critical and important areas first.

Best Regards,

Fred
