

Diocese of Pensacola-Tallahassee I.T. Department Schedule of Services

The Diocesan Information Technology Department considers its mission to assist parishes and schools in their acquisition, use and maintenance of technology, as well as supporting the Pastoral Center. We work with vendors in various industries: hardware, software, internet connections, telephone systems, cell phones, copiers and have negotiated terms that we can extend to our parishes and schools.

Tasks that are included in the scope of our services are the following:

- Parish Management System (ChurchDB) questions and/or training
- “@ptdiocese.org” email set up, passwords, questions
- Purchase of software and assist with installation
- Procure estimates, purchase and configure hardware
- Provide estimates and contacts for other services
- Review long-term contracts such as: Internet connections, cell phones, copiers, security systems, etc.
- Support programs provided by the Diocese such as QuickBooks®, anti-virus software purchased/installed by the I.T. Department, parish management software, web editing software as recommended by the I.T. Department, Microsoft Office Suite assistance

Tasks that are beyond the normal scope of our mission would be billable. These tasks include but are not limited to:

- installation, set up, moving, upgrading of equipment
- installs of software other than Diocesan-provided programs
- training and troubleshooting on programs other than those provided by the Diocese
- virus and malware removal
- transferring data to and from devices
- any network-related tasks, not including I.T. Department installed systems

If any of these situations exceed our capabilities in time, expertise, or scope, we will recommend that a technical services company be brought in. You will be billed directly by whatever company or individual you choose for services they provide. The I.T. Department will work with that service provider as needed to expedite resolution and reduce costs to you as much as possible.

Assistance requested of the Diocesan I.T. Department for out of scope support is billable at \$25.00 per hour. The parish or school will receive an invoice from the I.T. Department for those services.