

IT Support Center Hours of Operation



Monday - Sunday 6am CT - 6pm CT

Emergency Support: Monday - Sunday 6pm CT - 8pm CT

DRB / ICS Support available outside IT Support hours.



IT Support Center:
(401) 209-1110

Day	Shift	Time (CST)	Staff
Monday	Shift A	6:00 AM – 3:00 PM	Wayne, Andru
	Shift B	9:00 AM – 6:00 PM	Dustin, John L, Jackson
Tuesday - Friday	Shift A	6:00 AM - 3:00 PM	Andru
	Shift B	9:00 AM – 6:00 PM	Dustin, John L, Wayne, Jackson
Saturday	Shift C	Wed - Sat 6:30 AM – 6:00 PM	John O
Sunday	Shift D	Sun - Wed 6:30 AM – 6:00 PM	Jackson

Emergency Support: Mon-Sun 6:00 PM - 8:00 PM CST

- Mon - Andru
- Tues - Wayne
- Wed - Dustin
- Thurs - John O
- Fri - John L
- Sat - John O
- Sun - Jackson

Rotation - The IT Hotline will automatically route your call to the correct IT Specialist.

IT Escalation Protocols

	Level 1	Level 2	Level 3
Initial Request	Resolution < 4 weeks Contact IT Remote Support (401) 209-1110 option 1 Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.	Resolution < 2 weeks Contact IT Remote Support (401) 209-1110 option 2 Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.	Resolution < 1 hours Contact IT Remote Support (401) 209-1110 option 3 Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.
Escalation 1	Unresolved > 4 weeks If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110	Unresolved > 2 weeks If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110	Unresolved > 1 hours If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110
Escalation 2	Unresolved > 6 weeks If the issue persists, operations escalates to the IT Support Supervisor: Andru Romero aromero@whitewatercw.com (281) 817-6495	Unresolved > 3 weeks If the issue persists, operations escalates to the IT Support Supervisor: Andru Romero aromero@whitewatercw.com (281) 817-6495	Unresolved > 2 hours If the issue persists, operations escalates to the IT Support Supervisor: Andru Romero aromero@whitewatercw.com (281) 817-6495
Escalation 3	Unresolved > 2 months In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&M IT Manager: David Carreon dcarreon@whitewatercw.com , (832) 277-8286	Unresolved > 4 weeks In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&M IT Manager: David Carreon dcarreon@whitewatercw.com , (832) 277-8286	Unresolved > 3 hours In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&M IT Manager: David Carreon dcarreon@whitewatercw.com , (832) 277-8286
Escalation 4	For very critical or unresolved issues impacting major business functions, the final escalation level involves the VP of Operations, National Facilities Director, and VP of IT (Josh McCown) to ensure a swift and effective resolution.		

If an issue cannot be resolved promptly, Operations staff must not delay in escalating it. It is their responsibility to actively seek a resolution and immediately communicate with their supervisor for further support.

