

# 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

Initial Request	Level 1	Level 2	Level 3
	<p><b>Resolution &lt; 4 weeks</b> Contact IT Remote Support (401) 209-1110 option 1</p> <p>Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.</p>	<p><b>Resolution &lt; 2 weeks</b> Contact IT Remote Support (401) 209-1110 option 2</p> <p>Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.</p>	<p><b>Resolution &lt; 1 hours</b> Contact IT Remote Support (401) 209-1110 option 3</p> <p>Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.</p>
Escalation 1	Unresolved > 4 weeks	Unresolved > 2 weeks	Unresolved > 1 hours
	<p>If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110</p>	<p>If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110</p>	<p>If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110</p>
Escalation 2	Unresolved > 6 weeks	Unresolved > 3 weeks	Unresolved > 2 hours
	<p>If the issue persists, operations escalates to the IT Support Supervisor: <b>Andru Romero</b> <a href="mailto:aromero@whitewatercw.com">aromero@whitewatercw.com</a> (281) 817-6495</p>	<p>If the issue persists, operations escalates to the IT Support Supervisor: <b>Andru Romero</b> <a href="mailto:aromero@whitewatercw.com">aromero@whitewatercw.com</a> (281) 817-6495</p>	<p>If the issue persists, operations escalates to the IT Support Supervisor: <b>Andru Romero</b> <a href="mailto:aromero@whitewatercw.com">aromero@whitewatercw.com</a> (281) 817-6495</p>
Escalation 3	Unresolved > 2 months	Unresolved > 4 weeks	Unresolved > 3 hours
	<p>In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&amp;M IT Manager: <b>David Carreon</b> <a href="mailto:dcarreon@whitewatercw.com">dcarreon@whitewatercw.com</a>, (832) 277-8286</p>	<p>In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&amp;M IT Manager: <b>David Carreon</b> <a href="mailto:dcarreon@whitewatercw.com">dcarreon@whitewatercw.com</a>, (832) 277-8286</p>	<p>In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&amp;M IT Manager: <b>David Carreon</b> <a href="mailto:dcarreon@whitewatercw.com">dcarreon@whitewatercw.com</a>, (832) 277-8286</p>
Escalation 4	<p>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.</p>		

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.

