# New Employee Handbook

**Information Technology Services**


Texas Department of Insurance - 2003

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*Welcome!*

# Welcome!

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Chào Mừng Quí Bạn !

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Bienvenido!

歡迎

स्वागत

*Bienvenu*

*We welcome you to Information Technology Services !*

## *Director's Welcome*

Welcome to the Information Services Technology division!   You are now a very important member of a group of people who work together to provide technology support to the many program areas of the Texas Department of Insurance.

Our mission is to provide customer-focused products and services to agency staff which in turn enables the program areas to achieve their mission of serving the public. Only through the dedicated efforts of employees like yourself can these missions be accomplished.

Managers and supervisors know from experience that the most rewarding use of their time is working with their most important resource - you, the employee. Managers and supervisors, through orientation, training and other programs, want to help you achieve your career goals while, at the same time, accomplishing the ITS and TDI missions.

The ITS managers and supervisors and I wish you a rewarding career with the Information Technology Services division.

Andy Robinson
Director
Information Technology Services

## *About this Handbook*

This handbook is meant to serve as a resource for you during your first days and weeks as an employee in the Information Technology Services division. The information contained in the handbook will help orient you to ITS and to the various administrative tasks and procedures that are required of employees in the Information Technology Services Division.

The handbook is not meant to address agency policy or personnel questions. These topics will be covered during the formal agency orientation session that is conducted by the Human Resources division each month. A listing of helpful links to information related to Human Resource topics is provided at the end of the handbook.

ITS understands you may still have questions as you become adjusted to your new position. Your Supervisor and Manager will be happy to assist you.

## *ITS' Role in the Agency*

ITS is primarily a support division. We are responsible for providing appropriate technology equipment and services to the other divisions of the agency so they can fulfill their mission of regulating the insurance industry and serving the citizens of Texas.

ITS coordinates the acquisition of all agency personal computers and laptops, as well as all hardware and software necessary to support the agency's infrastructure.

In addition to standard computing equipment, ITS assists the agency's program areas with any specialized technology needs they may have. Through the agency's business planning process, ITS learns of the automation requirements of the other program areas. ITS is then responsible for helping the program areas accomplish their technology goals—sometimes by developing a system in-house, other times by helping the program area acquire specialized vendor software or hardware.

## *TDI's Divisions*

Following are brief descriptions of each of the divisions at the Texas Department of Insurance and of the program areas within each division.

**COMMISSIONER'S ADMINISTRATION**

The Commissioner's Administration oversees agency regulatory functions, establishes agency operating procedures, and enforces state insurance laws. At TDI, the Commissioner's Administration division includes the Chief of Staff, the General Council and Chief Clerk, Internal Audit, Government Relations, and the Public Information Office.

**ADMINISTRATIVE OPERATIONS**

Administrative Operations performs a wide variety of internal support functions and consists of Information Technology Services, Administrative Services, Human Resources, and Business Planning and Redesign.

**CONSUMER PROTECTION**

Consumer Protection answers general inquiries about all lines of insurance, coordinates public education efforts, addresses consumer complaints, and reviews insurance advertising. Consumer Protection consists of the following areas: Information Assistance, Complaints Resolution, Special Work Assignments Team, Advertising, and Public Education.

**INSURANCE FRAUD PROGRAM**

The Insurance Fraud Program develops evidence of fraud committed by people in the insurance business, policyholders, providers and others who file insurance claims. The Insurance Fraud Program consists of the following two areas: the Insurer Fraud Group and the Claimant Provider Group.

**FINANCIAL**

Financial licenses all companies operating in Texas and monitors the solvency and market conduct of licensed insurance companies and health maintenance organizations (HMOs). It also seeks to rehabilitate companies that fall short of solvency standards and eventually liquidates the few that cannot be rehabilitated. Financial consists of the following six areas: Company License and Registration, Financial Monitoring, Examinations, Actuarial, Conservation, and Liquidation Oversight.

**LEGAL AND COMPLIANCE**

Legal and Compliance enforces the Texas Insurance Code, investigates and takes action in connection with company and agent misconduct, drafts rules, and provides legal advice and support to the agency. Legal and Compliance also oversees the agency's law library. Legal consists of the following eight areas: Agency Counsel, Regulated Lines Counsel, Financial Counsel, Enforcement, Fraud Counsel, Compliance Intake Unit, Special Litigation Counsel, and International Regulatory Counsel/ Special Counsel to the Commissioner.

**PROPERTY AND CASUALTY**

Property and Casualty monitors a wide range of insurance lines and explores ways to cut insurance costs by reducing losses and regulating rates. Property and Casualty also collects, reviews, and analyzes statistical data and prepares reports on insurance rates and markets to assist policy makers and consumers with insurance-related decisions. Property and Casualty consists of the following eight groups: Automobile and Homeowners Group, Inspections Group, Workers' Compensation Group, Title Division, Commercial Property/Casualty Division, Data Services, Property and Casualty Actuarial, and Special Projects.

**LIFE, HEALTH AND LICENSING**

Life, Health and Licensing oversees the licensing of insurance agents, HMOs, and utilization review agents; issues certificates of registration for viatical and life settlement entities; assists Texas consumers with complaints related to HMO coverage; performs quality assurance reviews; issues agent licenses, and reviews policy forms, contracts and related forms and rates for Life, Annuities, Accident and Health, Prepaid Legal, Viatical, and Life settlements. Life, Health and Licensing consists of the following four divisions: Licensing, Life/Health, HMO, and Filings and Operations.

**STATE FIRE MARSHAL'S OFFICE**

The State Fire Marshal's Office's primary objective is to reduce the incidence and severity of fires, thereby decreasing fire deaths, injuries and property loss. In addition to the Austin headquarters, the State Fire Marshal's Office maintains a regional presence throughout the state by locating field staff where responsive action is most effective. The State Fire Marshal's Office consists of the following four divisions: Fire Industry Licensing Services, Fire Prevention and Outreach Services, Fire Safety Inspection Services, and Fire/Arson Investigation Services.

## *Understanding TDI's Network*

All of TDI's computers are linked together by a Local Area Network (LAN). There are several drives on the LAN that will be helpful for you to know.

**W:\ DRIVE**

The W:\ drive is space reserved for you to save documents on the network. No one but you will be able to access the information you store on your W:\ drive. Even though all W:\ drives are backed up each night, these drives should not be used for final retention of agency electronic records.

**N:\ DRIVE**

The N:\ drive, entitled "Its on 'Zircon' (N:)," is a shared drive for all ITS staff. You will notice directories such as DESKTOP, DEVELOP, Customer Services, Computer Strategic Initiatives, and WEBPROG have been set up to share information throughout the division. If you want other staff in ITS to be able to access one of your files, save it to the N:\ drive.

**S:\DRIVE**

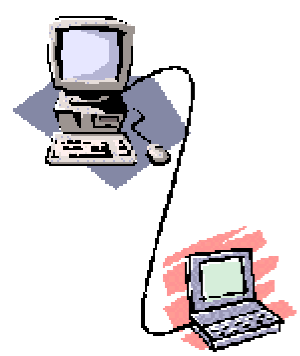
The S:\ drive is a shared drive for the agency. (This drive will soon be replaced by the I:\ drive when TDI migrates from Novell to Windows servers.) Program areas have saved many items to the S:\ drive so that TDI employees in other areas can view them. To share files with someone in another program area, save the file on a directory on the S:\ drive. (Access rights for the directory must be granted to you in order for you to save to the S:\ drive.)

**C:\ DRIVE**

The C:\ drive is the hard drive on the PC that you are using. Temporary personal work papers should be stored here. It is your responsibility to backup any personal data files located on your C:\ drive. This drive should not be used for final retention of agency records.

**TDINET**

TDI's Intranet is called TDINET. You can view *MyTDI*, TDINET's bulletin board, when you click on Internet Explorer. From there, you can access the Intranet to view agency news or link to agency program areas.



## *Getting Your Passwords Set Up*

You will be assigned the following types of passwords:

- Network
- Internet
- GroupWise® (e-mail system)
- Enterprise Project Management (EPM) for timekeeping
- Oracle

In addition to these passwords, you may be assigned additional passwords as related to your responsibilities in ITS.

You will be assigned a unique employee identifier (ID) which is usually your first initial followed by the first seven letters of your last name. Your supervisor will arrange to have your Internet ID and your LAN ID created and sent to you by e-mail.

In the process of setting up your passwords, you will be asked to provide an authorization code and a clue to the Help Desk for identification purposes should you need a password reset sometime in the future. A clue is a fact that you know but others at work would not, such as your mother's maiden name, or the name of a street where you lived as a child.

As soon as you receive your passwords, you should change each password to a secure password. Instructions for changing passwords and for creating a secure password are located on the Intranet. Go to ITS > Technical Tips > Passwords. (http://tdinet/info_ser/csc/howto/tipshome.html#passwords)

**OTHER SECURITY TOPICS**

For security purposes, be careful not to display or share your password. If you forget one of your passwords, contact the Help Desk. After you provide your authorization code, the Help Desk will reset your password.

Certain ITS staff who have who have special network privileges will be asked to sign a "Position of Special Trust" form related to security.

## *Setting Up Your Voice Mail*

You will receive customized instructions and a user's guide from the Telecommunications staff. These instructions will provide you with your initial password, and will assist you in setting up your voice mail. You will be able to check your voice mail from your work location or from remote locations.

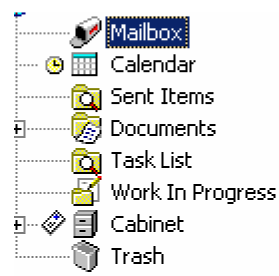
# *Getting Started with GroupWise*

**ABOUT GROUPWISE**

ITS uses Novell GroupWise for many functions such as sending and receiving e-mail messages and faxes, maintaining calendars, sending tasks and reminder notes, and setting up appointments. ITS also uses GroupWise's Address Book to look up staff phone numbers and e-mail addresses, and uses its shared folder capabilities to sort and share specialized information.

GroupWise will be set up for you with these default options:

- Mailbox
- Calendar
- Sent Items
- Documents
- Task List
- Work In Progress
- Cabinet
- Trash




**SETTING UP YOUR SIGNATURE**

You must add a 'signature' to any e-mails that will be sent outside TDI. To add a signature, go to Tools > Options > Environment > Signature. Include the following items in your e-mail signature:

- your name
- your title
- Texas Department of Insurance
- your e-mail address
- your TDI phone number

In the signature box, check whether you want the signature to be automatically added to each e-mail or if you want to to be prompted first.

Notify is a program that works with GroupWise to alert you when you have new items in your mailbox or when you have an upcoming appointment. To enable the Notify feature:

1. Go to Tools > Options > Environment
2. Select the *General* tab.
3. In the lower right corner, check the box next to *Launch Notify at Startup*
4. Click *OK*, then *Close*.

## *Using GroupWise to Send E-Mail Messages*

**CREATING NEW MAIL**

1. Click on the *NewMail* icon on your GroupWise toolbar.


2. Your name will automatically appear in the *From* field.
3. To enter recipient's names, begin typing the recipient's name. GroupWise will complete the name for you if the recipient exists in the agency Address Book.

   If the recipient's name does not appear, click on the Address Book icon to search for the name. When you have located the recipient's name, click either 'To' or 'CC', then OK.


   Use the same process to enter names of recipients you want to copy or blindcopy.
4. Enter a *Subject* and your message.
5. If you need to include an attachment, click on *Attach*, locate your file by browsing the network, then press *OK*.
6. Use the spelling checker to check the spelling in your message.

7. Your e-mail message is complete. Press *Send*.

**SAVING AND ORGANIZING E-MAIL MESSAGES**

You may want to add additional folders to your GroupWise Cabinet to help organize the e-mail messages you receive. To create new folders, right-click on the *Cabinet* and choose *New Folder*. Follow the prompts to create new personal or shared folders. You can then organize your received e-mail messages by dragging them into the desired folder.

Important note: E-mail messages will remain in your mailbox for 30 days. If you need to keep an e-mail message for a longer period, you may archive the e-mail message. (Right-click on the e-mail message and select *Archive).* Archived e-mail messages will be kept indefinately. GroupWise, however, is not intended to be used for retention of data. If your e-mail message is important to ITS or to you individually, you should save the e-mail message as a .doc file by right-clicking on the e-mail message and choosing *Save As*.

## *Using GroupWise to Set Up Appointments*

ITS relies heavily on GroupWise to set up and keep track of appointments. You will receive appointments from other ITS staff for team meetings, staff meetings, and possibly project meetings. You may also be expected to arrange some meetings. Following are instructions for setting up appointments:

**SETTING UP APPOINTMENTS**

1. Click on the *NewAppt* icon. 

2. In the *To* field, enter all the names of the people you will be inviting to the meeting.

   Important note: In this field, you will also enter a Conference room:

   a) With your cursor still in the *To* field, enter H1 (which stands for Hobby Building 1). Do NOT press enter yet.

   b) Use the down arrow on your keyboard to scroll through the names of the conference rooms to find the one you want. (See Page 25 for a listing on the ITS conference rooms.)

   c) Once you have selected a conference room, press *Enter*.

   d) The conference room location will automatically be entered in the *Place* field.
3. Enter the start date for the meeting, or select a date by pressing the calendar icon:

   Note: If the meeting will be a recurring event, you may use the Auto-Date function to select multiple dates. Click on the *Calendar* icon, then select *AutoDate*.


   Select as many dates as you need, then press OK.
4. Enter the duration of the meeting
5. Enter a time for the meeting. (continued on next page)

## PERFORMING A BUSY SEARCH

Before sending an appointment, it is very important to do a *Busy Search* to check the availability of those you are inviting and of the conference room you have selected.


6. Click on the Busy Search icon.

   A list of all of the people you invited to the meeting will appear on the left of your screen, and a grid will appear on the right. Any gray boxes mean the user or the conference room is unavailable.

   Use your cursor to scroll through the day or the week to locate the best available time for your group. When you have found a time, leave your cursor on that time slot, and press *OK*. The time you selected will appear in your appointment screen.

7. Complete your appointment by entering a Subject and a brief description of the purpose of the meeting. Add any attachments you would like the recipients to read before the meeting. Press *Send*.

## MONITORING YOUR APPOINTMENT

After you have sent your appointment, you will begin to receive e-mails from your invitees and from the conference room to either accept or decline the meeting.

To view and print a complete list of all appointment recipients and the *action* related to the appointment:

1. Click on your *Sent* folder in GroupWise.
2. Locate the appointment. It will be listed by the date of the appointment.
3. Right-click on the appointment and select *Properties*.

Or:

1. Click on the appointment on your own calendar and select *Properties*.

## SETTING UP PROXY RIGHTS

Information Technology Services policy requires you to set your GroupWise access rights so other TDI staff will have access to your calendar.

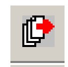
To set your access rights:

1. On the GroupWise toolbar, go to Tools > Options > Security.
2. Choose the Proxy Access tab.
3. Check  the ‘Read’ box in the Appointments field.

# *Using GroupWise to Send Faxes, Reminder Notes, and Tasks*

## SENDING FAXES

1. Click the *Create New Mail* button.
2. Click the Fax Address Builder button.



3. Complete the fields in the Send From panel.
4. In the cover page field, enter: tdicover.cpg.
5. Enter the recipients name and fax number. (Do not enter an area code for local numbers. Do not enter spaces: Ex.: 5551212)
6. Check *To*.
7. Enter the cover page information in the message area.
8. Click *Send*.

## SENDING REMINDER NOTES

1. On the toolbar, go to File > New > Reminder Note.
2. Complete the *To*, *Date*, and *Subject* fields.
3. If the note will be recurring, use *Auto-Date* to select multiple dates.
4. Press *Send*.


## SENDING TASKS

1. Click on the *New Task* icon on the toolbar.
2. In the *To* field, enter user name(s) or select names from the *Address Book*.
3. Type, or use *Auto-Dat*e, to enter the date you want the task to begin, and the date you want the task to be completed.
4. Enter a Subject.
5. Enter a Priority. (Task Priorities consist of a character followed by a number, for example A1, B2, C3. Task priorities are optional.)
6. Enter a brief description of the task.
7. Press *Send*.

<u>Note</u>: If the user accepts the task, the task will appear on the recipient's calendar until they have checked the task as 'Complete.'

## *Proxying other GroupWise Mailboxes and Calendars*

**USING PROXY**

You can use GroupWise's proxy function to view shared folders and calendars of other users who have granted 'view' rights.

To proxy to other resources in GroupWise, click on the proxy  icon in the lower left corner. Click on *Proxy* and select the user name from the list provided or locate the user name using the *Address Book*. Each time you proxy a resource, the resource name will be added to your list.

To return to your e-mail, click on *Proxy* and select your name from the list provided.

**SHARED RESOURCES**

Below is a list of Shared Resources (shared mailboxes) used by ITS to communicate. You may access these resources by using the Proxy feature described above.

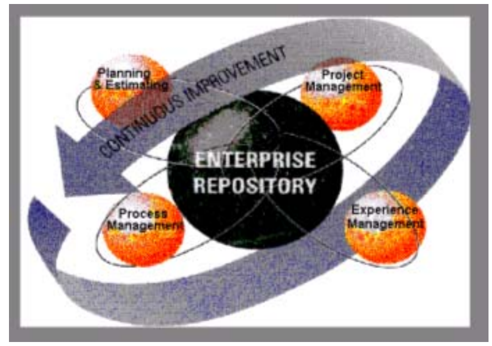
- DQAReview - Routing for TDI documentation Quality Assurance review
- EPORTAL - Communications between BearingPoint and TDI related to TexasOnline
- ISMR - (ITS Managed Resource, also referred to as IS Morning Report) This is a central calendar where reminder notes are posted listing any employee who is out of the office.
- ISQA - Quality Assurance related to Development
- ISWEB - Communication between the Webmaster and the Web team
- ITSLibrary - Communication related to the ITS Library
- LRC PC - Communication related to the Learning Resource Center
- Network - Communication related to the Network Support group

**ADVANCED FEATURES**

In addition to the features described above, ITS uses many advanced GroupWise features, such as automated rules, customized address books, and shared folders such as IS Personnel news. To learn more about these features, look for the GroupWise Technical Tips on the ITS Intranet, or use the online GroupWise Help.

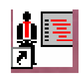
## *Getting Started with Enterprise Project Management (EPM)*

ITS uses Enterprise Project Management software to manage ITS projects and as a time management tool. EPM is also referred to as MicroMan. You will be expected to enter your time into EPM each day.




**GETTING STARTED**

1. Click on the EPM icon or go to Start > Programs > Enterprise PM for Windows > Enterprise PM.



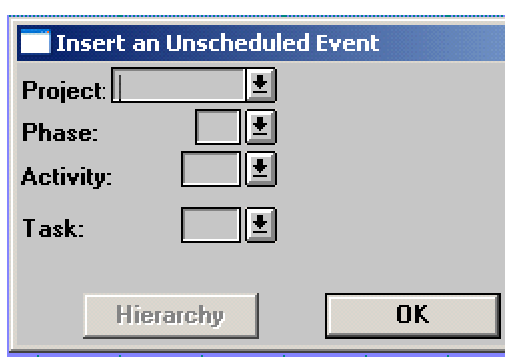
2. Enter your username and password.
3. Select *File > Time Entry.*
4. When the *Open Timesheet* window appears, press *OK*.
5. You will record your time each day using *event fields*.You will notice several events already appear by default. To record most of your time, however, you will have to add events.

**ADDING AN EVENT**

Check with your Supervisor to determine the appropriate event codes to be added. Then, follow these steps to add each event:

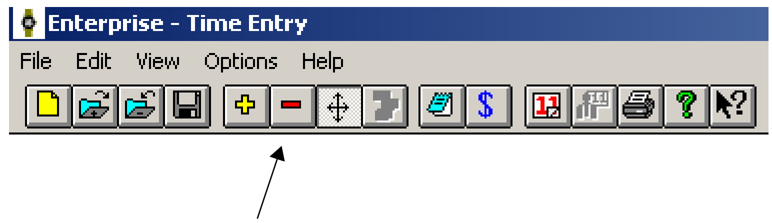
1. Click on the Insert event button.

2. Use the drop-down menus to select a Project, Phase, Activity, and Task.



## DELETING AN EVENT

If you need to remove an event, click on the event line for the item you want to delete, then click on the *Delete event* button.




## CUSTOMIZING YOUR TIMESHEET

To customize your timesheet, go to View > View Preferences.

## RECORDING YOUR TIME

- Enter your time in the appropriate event lines each day, Monday through Friday, using either whole or half-hour increments.
- *Tip*: Sometimes the task description for a particular task is vague or cryptic. To view the full task description, click on the task line, then go to View > Description Window. This will show a detailed event description so you can determine if you are selecting the best event to record your time.
- Your EPM time must be completed for the week by the end of the business day each Friday. Your time must equal at least 40 hours.

  <u>Important Note</u>: Staff time for the previous week is posted by 10:00 A.M. each Monday . If an employee's time is entered late more than five percent of the time during an evaluation period, this will have a negative effect on the employee's evaluation.
- Print a copy of your week's entries for your personal records by going to File > Print.

## ADDITIONAL HELP

You can find additional help for Enterprise PM by using the online help. Or, you can refer to the user guide which is posted on M:\MMII\DOCS\Enterprise PM User Guide.

## *Out of Office Procedures*

There are several places you must account for time when you are out of the office. Below are procedures for reporting absences.

**ISMR**

ISMR is a shared calendar in GroupWise that is used by ITS staff for posting notes any time an employee is out of the office. To post a note to the GroupWise ISMR calendar:

1. Go to File>New>Note.
2. In the *To:* field, enter ISMR.
3. In the *Subject* field type your first name, the hours you will be out, and a leave code, such as CTT (Compensatory Time Taken) or VCT (Vacation Leave). It is important you keep this part of your entry very brief because many people will be posting to the same calendar.
4. In the message field, type a message to indicate the reason you will be out, for example you might include details about the location of a training class you may be attending that is out of the building.
5. Copy your supervisor, your manager, and yourself, then click *Send*.

**PLANNED LEAVE**

Planned leave may include annual, compensatory, holiday, or planned sick leave. For these types of leave:

1. Update ISMR, with a copy to your supervisor. Be sure you receive authorization from your supervisor.
2. Mark the time on your monthly time card.
3. Charge the time to the appropriate task in Enterprise PM.
4. Update your personal calendar in GroupWise.

**UNPLANNED SICK LEAVE**

If you are unable to report to work because you are sick, you should complete the following steps:

1. Phone your supervisor. Leave a voice mail message if your supervisor is unavailable. If you want to speak to someone but your supervisor does not answer, you may call one of the Administrative Technicians. (Keep a photocopy of the ITS phone list at home for this purpose.)
2. Your supervisor or an Administrative Technician will update ISMR for you to indicate you are 'Out Sick.'
3. When you return, fill out your monthly time card to indicate the number of Sick Leave Hours used. Your supervisor will initial your card at the end of the month.
4. Charge the appropriate time in Enterprise PM.

**TRAINING TIME**

1. Update ISMR, with a copy to your Supervisor
2. Charge time appropriately in Enterprise PM.
3. Update your personal calendar.

**ADJUSTED WORK OPPORTUNITY LEAVE (AWOL)**

It is important that you keep your personal calendar up-to-date because other staff will be relying on your calendar to plan appointments. If you will be working a flexible schedule, you must note these times on ISMR and on your calendar:

1. Update ISMR by sending a reminder note with a subject message such as: Robert AWOL 12-5. (You may send the notes for months at a time using *AutoDate.*)
2. Update your personal calendar. (You may update weeks or months ahead.)

## *Starting your Status Report*

Status reports are required in all sections of ITS. The requirements for reporting status vary by section, as follows:

Applications & Production

Reports are due each Thursday by the end of the work day. Status reports are located on N:\Development in the following areas:

- Application - ApplStat.doc
- Data Management - DataStat.doc
- PCWeb - Techstat.doc

Staff may view the Manager's consolidated Status Report in the *Development Info* GroupWise Shared Folder

Computer Strategic Initiatives (CSI)

CSI staff report status of work related to their areas of responsibility by entering notes in an Excel worksheet named *Weekly Activity-Concatenated*. This report is located on N:\Computer Strategic Initiatives. The Status Report must be updated by 9:00 am each Friday.

Customer Services

Each staff member creates his or her own status report and saves it in N:\Customer Serivces\Status. Every Thursday, Customer Service staff copies appropriate information from this status report into one of the following shared reports by 3:00:

- Customer Support (_CS Status.doc)
- Business Analysis (_BA Status. doc)
- Programming (_BA Programming.doc)

Detailed instructions for completing and saving the status reports are located at N:\Customer Services\Status\Status Report Instructions.

Innovative Development

All status information for this group is included in the project status reports which are completed each Tuesday.

## *ITS Meetings*

**WEEKLY STAFF MEETINGS**

Each ITS group meets weekly, as follows:

Applications and Production

Fridays from 9:00 - 10:30 in the Aquarium

(9:00 - 9:30 is dedicated to administrative business; 9:30 to 10:30 is reserved for technical presentations.)

Computer Strategic Initiatives

Wednesdays from 1:30 - 2:30 in the Aquarium

Customer Services

Thursdays from 1:30 - 2:30 in the Aquarium

Innovative Development

Thursdays from 10:00 - 11:00 in the Guppy Bowl

**MONTHLY DIVISION MEETINGS**

The entire ITS division meets at 8:30 A.M. on the first Wednesday of each month. You will receive an appointment for this meeting. To accommodate the large group, these meetings are usually held in the Commissioner's Hearing Room on the first floor of the Hobby Building.

**PRODUCTION MEETINGS**

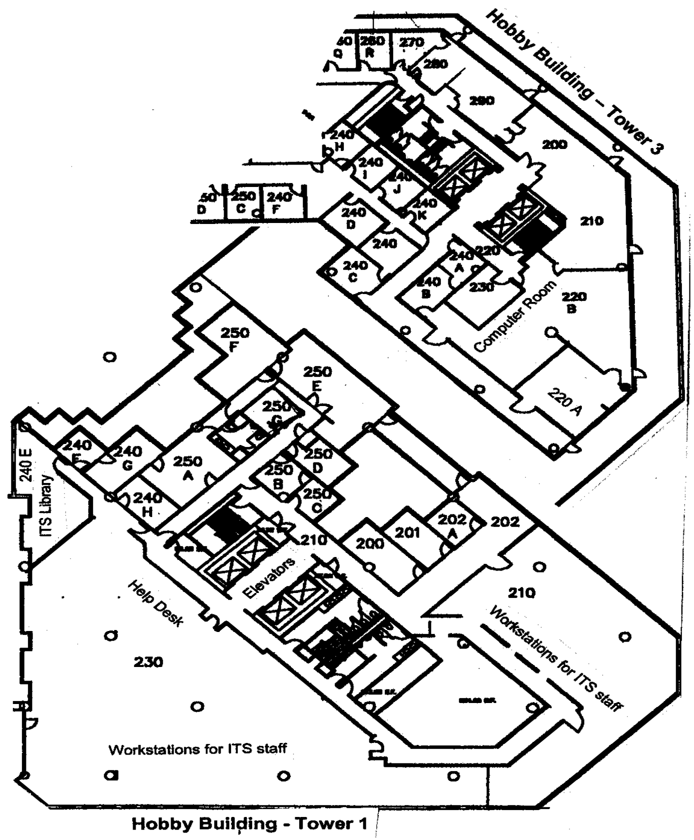
A brief meeting is held each morning promptly at 8:15 A.M. in the Aquarium. Production issues from the previous night are discussed.

**APPLICATION & INFRASTRUCTURE MEETINGS**

Brief meetings are held at 2:30 P.M. each Monday and Wednesday in the Aquarium to review any application modules planned for promotion to a Production environment on subsequent Tuesdays or Thursdays.

Infrastructure modifications are made on other days of the week, with Sunday morning reserved for any modifications that would disrupt customer work during the regular business week.

# *Conference Room Locations*




| ITS Conference and Special Use Rooms | |
|---|---|
| **Facility** | **Location** |
| Aquarium | H-3 Rm. 220 A |
| Brig | H-1 Rm. 250 G |
| Computer Room | H-3 Rm. 220 B |
| Fish Bowl | H-1 Rm. 250 E |
| Goldfish Bowl/Walkway | H-1 Rm. 201 |
| Guppy Bowl | H-1 Rm. 250 F |
| Iceberg | H-1 Rm. 240 G |
| Library (ITS) | H-1 Rm. 240 E |
| PC Lab | H-1 Rm. 250 C |
| Small Training Room (ITS) | H-1 Rm. 200 |
| Supply Room/Copy Machine | H-1 Rm. 240 F |

*Note: H-1 represents Hobby Building-Tower 1

## *Understanding Flexible Scheduling*

Regular work hours at TDI are Monday through Friday, 8:00 A.M. to 5:00 P.M. with one hour for lunch. TDI offers the following types of flexible scheduling:

**ADJUSTABLE WORK OPPORTUNITIES AND LEAVE (AWOL)**

With managerial approval, employees may work other than the regular 8:00 to 5:00 work schedules. Employees must choose to take either a 30-minute or 60-minute lunch. The AWOL program provides optional work schedules outside the regular schedule.

**FLEXIBLE WORK SCHEDULE**

Flexible work schedules allows AWOL participants to work eight hours per day, Monday through Friday between 7:00 A.M. and 6:00 P.M. Examples include working 8:30 -5:30, 9:00 - 6:00, or 7:30 - 4:30.

**COMPRESSED WORK SCHEDULE**

A compressed work schedule allows AWOL participants to work 40 hours in less than five standard days. Examples include four 10-hour days with one day off during the week, or four 9-hour days with one 4-hour day during one day of the week.

**FLEX BAND**

There is a flex band within which flexible and compressed schedules can be arranged. Generally the flex band begins at 7:00 A.M. and ends at 6:00 P.M. Work hours outside this time must have a justification and must be approved by Human Resources.

Note: If you will be working hours other than the standard 8:00 - 5:00, you will need to adjust your hours in your GroupWise calendar so your correct schedule will appear when others view your calendar to send appointments. Following are the steps to change your calendar to match your work schedule:

- Go to GroupWise > Tools > Options
- In the *Date & Time* and *Work Schedule* fields, enter the start and end times for your schedule.

Also, you are expected to mark your adjusted schedule on your GroupWise calendar. (See **Sending Reminder Notes** on Page 18.)

## *Employee Parking*

**PARKING GARAGES**

Free parking is available for employees in Garage N —a multi-level parking facility for state employees located at the corner of San Antonio and 3rd Street.

You must have a parking sticker for your vehicle to indicate you are a state employee. To apply for this parking sticker, get a parking form from Michelle Merka in Administrative Operations on the 8th floor. Take this form, and your ID badge to the Department of Public Safety (DPS) at 1500 North Congress.

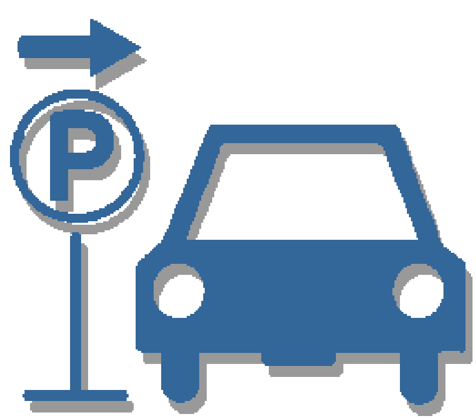
Each division of the agency is allotted a small number of parking spaces for the underground parking below the Hobby Building. These spots are assigned to executive staff and managers, with the remaining spots assigned to other TDI staff based on longevity.

**AFTER-HOURS PARKING**

If you are working after 5:00 pm, you may move your vehicle from the N Garage to the parking below the Hobby building. Also, you may park in these spaces on weekends. In both cases, you will have to use your ID badge for access.

**SPECIAL CASES**

If you need to drive a vehicle other than the one that displays your state parking sticker, for example, if your car is in the shop, you must call the Department of Public Safety at 463-3476 to be placed on the 'No Ticket' list. DPS will only allow your name on the list for one day; if you need to park a non-sticker vehicle for more than one day you will have to go to DPS on 15th Street to get a temporary pass.



## *State Holiday Schedule - Fiscal Year 2004*

| Holiday | Agency Status | Date |
|---|---|---|
| Labor Day | All agencies closed | 09-01-03 |
| *Yom Kippur* | *Optional Holiday* | *10-06-03* |
| Veteran's Day | All agencies closed | 11-11-03 |
| Thanksgiving Day | All agencies closed | 11-27-03 |
| Day after Thanksgiving | All agencies closed | 11-28-03 |
| Christmas Eve Day | All agencies closed | 12-24-03 |
| Christmas Day | All agencies closed | 12-25-03 |
| Day after Christmas | All agencies closed | 12-26-03 |
| New Year's Day | All agencies closed | 01-01-04 |
| Confederate Heroe's Day* | All agencies closed | 01-19-04 |
| Martin Luther King, Jr. Day* | All agencies closed | 01-19-04 |
| Presidents' Day | All agencies closed | 02-16-04 |
| Texas Independence Day | Skeleton crew required | 03-02-04 |
| *Cesar Chavez Day* | *Optional Holiday* | *03-31-04* |
| *Good Friday* | *Optional Holiday* | *04-09-04* |
| San Jacinto Day | Skeleton crew required | 04-21-04 |
| Memorial Day | All agencies closed | 05-31-04 |
| LBJ's Birthday | Skeleton crew required | 08-27-04 |

- Holidays marked *Skeleton crew required* indicate the agency is officially open with only minimal staff reporting.
- Holidays marked *Optional Holiday* are days that employees may take as a holiday, if they choose, in place of another holiday.

## *TDI's Automated Systems*

Below is a table listing the major automated systems used by the program areas at TDI to manage their work:

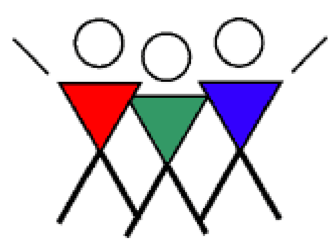
| Acronym | System Name | Program Area | System Function |
|---|---|---|---|
| CARS | Cash Receipts | Accounting | Process electronic fund transfers from Comptroller |
| CIS | Complaints Inquiry | Consumer Protection | Manager consumer complaints |
| COIN (including COBA, COLA, COUP subsystems) | Company Licensing | Financial | Process company licenses |
| COSMOS | Agent's Licensing | Life, Health, and Licensing | Process insurance agent and agency licenses |
| CTS | Case Tracking | Legal & Compliance | Monitor legal cases |
| FNIN | Financial Invoices & Exams | Financial | Prepare financial invoices |
| IVR | Interactive Voice Response | Life, Health & Licensing | Automated telephone response system |
| PCCI | PCCI | Consumer Protection | Company profile application |
| PATK | Policy Approval Tracking | Life, Health & Licensing | Policy tracking |
| VISI | VisiFlow | Consumer Protection | Electronic workflow system to manage consumer complaints tracking |
| Windstorm | Windstorm | Life, Health and Licensing | Manage windstorm inspection program |

A complete listing of TDI Applications, is available on the Intranet.

## *Looking for help in ITS?*

Below is a list administrative tasks and the name of an ITS contact person who will be able to help you with your request:

| Topic | Contact |
|---|---|
| Desktop and Modular Furniture Keys; Desktop Ergonomics | Ed Fritsch |
| PC Support | Help Desk |
| Enterprise Project Manager (EPM) | Kathleen Young |
| ITS Library | Tammi Todd |
| Long Distance Call Reporting | Tammi Todd |
| Office Supplies | Becky Humphrey |
| Safety and Fire Drill Information | Ed Fritsch |
| Telephones | Victor Young |
| Time Cards | Becky Humphrey |
| Training Liaison | Tammi Todd |



## *Frequently Asked Questions*

- *What type of training is available at TDI?*

  ITS and TDI offer free training (both classroom and self-paced) on the following Microsoft Office products: Word, Excel, Access, and PowerPoint. Also, training is available for HTML, GroupWise, and TDINET, as well as for TDI's COIN, CTS, and CIS systems.

- *Am I required to take the HTML training?*

  If you will be working with the web team or will be posting items to the Intranet or Internet, you will be required to take the HTML-Level I class. It is offered at the Cameron Road Training Facility. Check the Intranet for a schedule of classes.

- *What about specialized training?*

  To make arrangements for specialized training, contact your supervisor.

- *What if I have to make a long-distance telephone call for business?*

  The call must be reported. Contact Tammi Todd to get a GroupWise 'View' as a template for Long Distance Call reporting. (Personal calls should not be charged to State of Texas telephones.)

- *What is the agency's three-digit code?*

  The agency's code is 454.

- *What is the ITS division's code number?*

  The ITS division number is 341.

- *How do I get a monthly timecard?*

  The monthly timecards will be distributed to your mailbox about a week before the end of each month.

- *How will I know how much vacation and sick leave I have accrued?*

  Each month, you will receive an Employee Leave Summary statement. The statement will display leave time you used during the previous month. It will also display sick, vacation, and compensatory leave balances. This statement will be delivered to your mailbox.

- *Is there a mailbox in the building?*

  Interoffice mail can be placed in the metal tray on the table near the ITS Library. USPS mail can be mailed from the mailbox in the Hobby Building Lobby. Look for a sign near the Hobby Building- Tower 3 elevators.

- *Does ITS have a suggestion box?*

  Staff are welcome to make suggestions related to any topic by either writing the suggestion on a piece of paper and placing it in the Suggestion Box located in the ITS Break Room, or by sending an e-mail to the Associate Director.

## *Helpful Intranet Links*

Below is a list of resources available on the Intranet to help you learn more about Information Technology Services and the Texas Department of Insurance:


- Inventory of TDI Automated Applications

  *Path:* Intranet > TDI Applications (red box)

- Index and links for ITS information such as Infrastructure Overview, Disaster Recovery, Project Management, Security, Servers

  *Path:* TDINET > TDI Applications > Use the drop-down box to select 'TDI Product Documentation' then choose '_Infrastructure'

  *Link:* http://tdinet/tdiapps/tdiapps.html

- TDI Website

  *Link:* http://www.tdi.state.tx.us/

- Project Analysis Model (PAM) process information

  *Path:* Intranet > Library > Agency-wide information > Project analysis

  *Link:* http://tdinet/agency/pam/intro.html\

- Computer Security Manual, Operations Manual, and other agency manuals

  *Path:* Intranet > Library > aqency-wide information > agency manuals
  *Link:* http://tdinet/agency/manuals/index.html

- TDI's Strategic Plan, Biennial Operating Plan, and Business Plan

  *Path:* Intranet > Library > aqency-wide information

  *Link:* http://tdinet/agency/planning/general.html

- TDI Personnel Manual

  *Path:* Intranet > Human Resources > Main page > TDI Personnel Manual
  *Link:* http://tdinet/hum_res/pm/contents.html

# *Notes*