City of Middletown

Technology Services Department
245 deKoven Drive Middletown, CT 06457
TEL: (860) 638-4990 FAX: (860) 638-1928 TDD: (860) 638-4812

Off Hours Support

Technology Services provides normal support services during City Hall's daily business hours.

Off hours support is only available for critical outages or severe system degradations which have an immediate impact to the safety, health, and operation of the City of Middletown.

An on-call schedule of Technology Services staff and their contact information has been provided to Department Heads. Department Heads (and their delegates) can engage the on-call staff when off-hours critical outages or severe system degradations occur. If the on-call Technology Services staff does not respond to an off-hours contact attempt, please contact the Director of Information Systems.

Procedure to Engage Support

Step 01: Call or text the On-Call Technology Services Staff.

Step 02: If the On-Call Technology Services Staff does not respond within 10 minutes, call the On-Call Technology Services Staff.

Step 03: If the On-Call Technology Services Staff does not respond within 10 minutes, call or text the Director of Information Systems.

Step 04: If the Director of Information Systems does not respond within 10 minutes, call the Directors of Information Systems.l

Adopted: 10/11/2017 – Last Revision: 04/26/2018