

IT Projects

Rules of engagement

12/13/2010
Actel- Active Telecommunications



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Scope

We, at ACTEL, strive to organize our efforts to serve our customers and partners more efficiently. The following document is written for all of ACTEL's clients. We will explain the rules of engagement for all of our projects:

- How to communicate with ACTEL's IT
- Why should you do it that way?

Project statute

A "Project" statute is given to any compilation of IT actions involving ACTEL's personnel with a third party.

Project number

All projects will be given an ACTEL number similar to: AC1002

Email communication

Subjects

During all email exchange regarding a given project, you are required to attach the project's ID to the subject of all your messages.

Example:

Subject: [PRJ#AC1002] – Your subject goes here....

Destination address

You must send all the IT related emails of a given project (whenever a project number is given to you) at itprojects@actelme.com

Exchange rules

- I. ACTEL will appoint an "IT project manager" for all projects. This person will be the front line interface with clients.
- II. By sending your message to itprojects@actelme.com, we will be able to make sure that your project is attendant no matter what happens.