



The Grace Information Technology (IT) Department welcomes you to W.R. Grace! The following information is intended to provide an awareness of Grace's available resources in the areas of IT and Telecommunications.

Obtaining a Phone, Cell Phone, PDA and/or PC equipment:

As appropriate, your manager or department's administrative support person will most likely have already ordered the necessary items you will need to be successful at your position. Once at Grace, please work through your management for approvals for any other equipment you might need.

Obtaining IT Support Once You Report to Work at Grace:

The most effective method for obtaining IT and/or Telecom support is to submit all Network, PC hardware and software requests and problems, and Telecom requests to the appropriate IT Helpdesk or support group via telephone or e-mail so your request can be directed promptly to the proper support person or group. All of the appropriate contact information will be provided once you report to your Grace workplace. Please work through your management for access to applications used at Grace.

Take Frequent Backups of Your Company-issued PC:

Employees are responsible for backing up company data that is stored on their PC. While the IT department can recover Grace standard applications that are installed, there is no facility in place to automatically backup data stored on PCs, such as Word documents, Excel spreadsheets, PowerPoint presentations, e-mail PST or archive files, etc.

To help you in backing up the business data on your company-issued PC (the backup can help in a recovery situation):

- For almost every Grace site, the local IT department will provide some tool, device or procedure for you to backup your company data. If you have any questions about this, or you are a work-at-home or remote sales office employee, please ensure you ask your site or regional IT support group "how you should back up your PC data".

Remember - Data stored on a failed hard drive or on the hard drive of a stolen PC cannot be recovered unless it was backed up.

IT Policies on the Intranet:

Employees should be familiar with the Global IT Policies and Procedures.

Access to these policies and procedures and other IT information will be provided to you once you report to your Grace workplace.

Welcome to Grace