

Beydler, Van

Subject: ITSD Hardware Purchasing Process

From: Soil & Water Conservation Program <soil&waterconservationprogram@swcd.mo.gov>

Sent: Tuesday, November 19, 2019 11:13 AM

To: Soil & Water Conservation Program <soil&waterconservationprogram@swcd.mo.gov>; DNR.Soil and Water Conservation Districts staff <dnr.soilandwaterconservationdistrictsstaff@dnr.mo.gov>

Cc: DNR.SWC Staff <dnr.swcstaff@dnr.mo.gov>

Subject: RE: ITSD Hardware Purchasing Process

All,
ITSD has recently changed the process for replacing state provided computers and printers. If your SWCD has issues with the state provided computer and/or printer please follow the process below. If you have any questions please contact your district coordinator. Thank you.

ITSD Hardware Purchasing Process for SWCDs

If SWCD staff has issues with the state provided computers and printers in their office please follow the steps outlined below.

1. SWCD staff submits a ticket through the ITSD Service Portal. Select the tab "Report an Issue" and then find the appropriate menu option.
2. Once the ticket is submitted ITSD End User Support (EUS) will determine if the hardware issue can be fixed or if new hardware is needed. EUS will notify the SWCD staff if new equipment is needed or if the equipment can be repaired.
3. If new hardware is needed SWCD staff submits an ITSD Service Portal ticket to request a quote. Select the tab "Make a Request" and then find the appropriate menu option.
4. EUS will then obtain a quote for the SWCD and return the quote to the SWCD.
5. The SWCD will then submit the quote to Jim Boschert at jim.boschert@dnr.mo.gov.
6. The request will either be approved or denied.
7. If approve a help desk ticket for purchase of the new hardware will be submitted by Soil and Water Conservation Program office staff.

Thank you!

Soil and Water Conservation Program

We'd like your feedback on the service you received from the Missouri Department of Natural Resources. Please consider taking a few minutes to complete the department's Customer Satisfaction Survey at <https://www.surveymonkey.com/r/MoDNRsurvey>. Thank you.