



Jeremiah W. (Jay) Nixon, Governor • Sara Parker Pauley, Director


## DEPARTMENT OF NATURAL RESOURCES

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### MEMORANDUM 2014-011

DATE: November 20, 2013

TO: All Soil and Water Conservation Districts

FROM:  Colette Weckenborg, Fiscal and Administrative Manager  
Soil and Water Conservation Program

SUBJECT: Information Technology Issue Resolution and Purchasing

This memorandum is to provide Soil and Water Conservation Districts with guidance on information technology issue resolution and purchasing of related items.

#### **Resolving Software and Hardware Issues**

District staff must submit help desk tickets to ITSD for general computer support and password issues. The online help desk ticket is available at: <https://helpdesk.mo.gov/CreateTicket.aspx>. Help desk tickets enable ITSD to better align issues with staff knowledgeable in the software or hardware specific to problems identified, resulting in a more rapid resolution. If issues specific to Soil and Water Conservation Program (MoSWIMS or CMT) are identified contact your district coordinator for resolution; these issues cannot be resolved through the ITSD help desk process. The ITSD help desk phone number, (573)526-4429, should only be utilized for urgent issues such as the district computer system being down or if someone is locked out of their machine. It is imperative that all staff utilize the appropriate avenues (help desk tickets versus phone assistance) to request assistance regarding computer issues for efficiency and accuracy in service.

#### **Purchasing Computer Supplies/Equipment**

The program office has recently reviewed districts that had utilized administrative funds to purchase computer related items such as printer cables, modems, data cards, etc. Generally these items can be provided to the district at no cost. These items are not eligible expenses from the district's administrative funds. Information technology items eligible from the administrative funds are provided in the District Operations Manual on page VII-6. For any other hardware or software purchases (including printers) the district will need to contact their district coordinator who will work with the program's ITSD liaison. Based upon review of the request, ITSD will

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then be contacted to ensure that computer supplies and/or equipment are compatible and allowable for use on the state server.

Please discuss any potential purchases related to information technology with your district coordinator prior to making any commitments to buy. If you have any questions regarding this memo, please contact your district coordinator.

CW:mm

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