



## Call The Consolidated Service Desk if :

- **Your Computer will not turn on.**  
*First check to be sure the power cord is plugged in your electrical outlet and to the back of the computer.*
- **Your Computer continuously reboots.** *If More than 5 times, It's probably infected with a Virus or Malware.*
- **Your Computer has Pop up Messages that keep you from accessing your programs/Applications.**  
*Probably infected with Malware or a virus.*
- **Your Keyboard or Mouse stops working.**  
*First Check for loose wire connections to computer.*
- **The Shared Network Printer in your area stops working.**  
*Other than Toner or Imaging Drum needs (those are user consumable items that are not furnished by Dell.)*
- **You have lost Network Connectivity on your Computer.**  
*You cannot access the network drives, The internet or GroupWise programs.  
(First check to see if your LAN Drop Cord is connected to the LAN Jack on the wall and to the back of your computer.)*
- **Your Password has Expired or will Not Allow you Access to Novell or GroupWise.**  
*Don't forget to reset your password on the Self Service site every 30 days (Icon is on the Desktop screen).*
- **Your Telecom equipment stops working. (Phone line, LAN Jack or Network Switch)**  
*First Check to see if the Cords are Loose on the Phone and/or in the Phone Jack on the wall or that power cords are connected.*

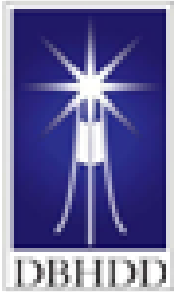
# Contact The Service Delivery Team if:

## You Need to Order New Services such as:

- A New Computer/CPU/Desktop.
- A New Monitor.
- A New Network Printer.
- A New Wireless device.
- A New Phone Line or LAN Jack.
- A New user Account created in Novell, GroupWise, Plato or VPN.
- A revision to a current user Account in Novell & GroupWise or to the State Phone Directory.
- A Terminated user deactivated from Novell & GroupWise.
- End user Rights/Access to Network Applications/ Network Drives.
- Computer Equipment to be moved from one location to another.
- To be mapped to a Shared Network Printer.
- A Licensed Software Program, New Application or Printer Driver installed on your workstation.
- An existing Phone Line or LAN Jack moved to another location or Re-Activated.
- A Project requiring New Telecom & New Computer equipment for multiple offices.
- A Project requiring the relocation of Existing Telecom & Existing Computer equipment for multiple offices.
- New Telecom Service such as Voicemail.
- Deactivation of a Phone Line or a Network Data Jack or Voice Mail.
- Your Pager or Blackberry are inoperative. *(First check batteries)*



*"Embracing the Advancement of Information Technology and Improving GETS Services"*



## Service Delivery Representatives

### Telecom/Phone & New LAN Drop Request:

Karen Parker Office- 478-445-6236 email- [KPParker@dbhdd.ga.gov](mailto:KPParker@dbhdd.ga.gov)  
Location: Lawrence Building Procurement Office

### Computer and End User Related Request:

Terri Askew :Office- 478-445-6851 Mobile-478-232-1410 Fax: 478-445-0926  
email- [TBAskew@dbhdd.ga.gov](mailto:TBAskew@dbhdd.ga.gov) Located: Powell Building Office 321-C

To send to all of the above:  
Email: [CSH OIT Service Delivery@dbhdd.ga.gov](mailto:CSH OIT Service Delivery@dbhdd.ga.gov)

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