

ADVISORY GROUP ON: Elimination of Duplicative and Non-Essential Services PROPOSAL#: AGDNES #5

SUBJECT: Single IT Help Desk DATE ADOPTED BY ADVISORY GROUP: 10/29/09

COMMISSION ACTION: \_\_\_\_\_ DATE: \_\_\_\_\_

**RECOMMENDATION:**

Establish single location for information technology help desk functions for all state agencies and its employees.

Summary Description/Nature of Change	Key/Implementation Responsibilities	Need	Action Needed	Benefit/Saving	Done/ Study
Establish good business practice by centralizing information technology/help-desk service portals to insure full utilization of resources.	DOA and respective state agencies	Currently, state agencies either contract separately for help-desk services or attempt to hire and train staff to perform needed functions.	Coordination needed by DOA on behalf of other agencies. Perform need and use surveys of agencies to determine potential benefit	Development of a single contract versus numerous contract by various agencies.	DOA to complete study