

ADVISORY GROUP ON Elimination of Duplicative and Non-Essential Services **PROPOSAL #:** AGDNES #5
SUBJECT: All Depts/Agencies - Single IT Help Desk **DATE ADOPTED BY ADVISORY GROUP:** 10/29/09; confirmed on 11/09/09
COMMISSION ACTION: ADOPT **DATE:** November 10, 2009 **RECOMMENDATION #:** 66

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.	Executive action.	Development of a single contract versus numerous contract by various agencies.	DOA to complete study