

October 13, 2023

Good Morning DSHA Staff,

Happy Friday the 13th! All good news to report in this Friday's IT centralization and transition update email. Last week, we talked about all DSAH staff receiving

the updated versions of Microsoft products, so this week, we will talk about the new IT devices you will be getting.

All DSHA staff will be receiving a new:

- Laptop
- Backpack (for carrying the laptop when needed)
- Wireless
- Keyboard
- Wireless mouse, and
- Two 24" monitors

Not to get too technical, but no laptop docking station is required. The laptops will have a simple plug-in USB cable to connect to your workstation's (host) monitor.

All staff are expected to have the new equipment delivered before transitioning to the State network. In many cases, the equipment will be deployed in two steps—first, the two 24" monitors, and later, the remaining devices. We thank you in advance for your patience over the next several weeks as DTI staff works to deploy the new equipment to each location.

- ***How can you help with the equipment delivery?*** Look around your desk. Are there work files in baskets or trays of incoming/outgoing customer documents? Do you have notes, cheat sheets, pictures, or personal items surrounding or attached to your current computer and monitor(s)? What about under the desk, any boxes or items that may be in the way when removing the old and setting up your new IT equipment? For DTI staff to efficiently set up your new devices and maintain the security of DSHA customers and your items, please take time to remove and secure these items beforehand. DTI staff cannot be responsible for handling any business or personal items attached to or near your current equipment.
- ***What about Phones, you ask?*** Desk phones will remain; however, the dialing process may change as each location transitions. More information will be distributed as DTI works with each of you to establish the State standard phone configuration. If you don't have a desk phone, try to use Cisco Jabber. Cisco Jabber will be installed on your new laptop.

- ***Will all this new equipment work?***

Ten individuals from DSHA were selected to be "Early Adopters." This past week, they received one of the new laptop packages and were tasked with testing the devices and a few new applications, like Microsoft Teams. Some of your applications are DSHA-specific and can only be officially tested the evening before the transition occurs. The Early Adopters will log into the new State network the Sunday evening after the network transition to try those services.

We hope that these Friday communications are exciting and informative to you as we move closer to our transition and centralization date. Please submit any questions or concerns to the feedback box: <https://www.surveymonkey.com/r/DSHAITSurvey> and remember to take advantage of our upcoming virtual information sessions. The next one will be held on Friday, October 27 at 2:00 p.m.

As always, we look forward to hearing from you. Have a great weekend.

Thank you,

LDR