

October 27, 2023

Hello DSHA Staff,

We want to use today's communication to update you on the many upcoming activities as you prepare for IT Centralization on Monday, November 6th.

Setting up Your ID.delaware.gov Log-in Credentials

An email was sent 10/25 to all DSHA employees identifying your new @delaware.gov email address and instructions to set up your new login credentials. **This step must be completed before logging onto your new laptop for the first time. Contact Anthony Williams if you did not receive an email.** (Disregard if you've already completed this task.)

Laptop Distribution Schedule

The DTI Enterprise Desktop LAN (EDL) team will be onsite at the various DSHA locations to distribute laptops to everyone who did not participate in the Early Adopters Group (EAG). **You must report to your primary work location to receive your assigned computer on the assigned date.** The onsite team will support you to confirm that you can log on to the equipment and provide a brief overview at your desk. **If you are out of the office during the appointed distribution time, the laptop will be placed at your primary desk location. Detailed instructions on how to log in and get help if you need additional assistance will be included.** Your DSHA (old) computer equipment will remain unconnected and stored at your desk until further notice.

| Date | Location |
|-------------------|--|
| Wednesday, Nov. 1 | Burton Village Rehoboth Hulling Cove Lewes |
| Thursday, Nov. 2 | 16 The Green Dover 18 The Green Dover 22 The Green Dover 24 The Green Dover 26 The Green Dover Bank Lane Dover |
| Friday, Nov. 3 | Duncan Center Dover Liberty Court Dover McLane Gardens Smyrna Mifflin Meadows Camden Clarks Corner Harrington Hickory Tree Selbyville Carvel Building Wilmington |
| Monday, Nov. 6th | Laverty Lane Bridgeville |

Moving Printers to the State Network

Please complete any printing by noon on Friday, 11/3. DTI must disconnect printers from the DSHA

Network and connect to the State Network. Printing will not be available from DSHA devices after 12 PM on 11/3. More detailed instructions will be provided to set up printing on your State laptop.

DSHA Systems Outage

Please save your work and restart your computer no later than **4:30 PM on Friday, 11/3**. DTI will begin migrating your files from the DSHA Network to the State Network. The system outage will last throughout the weekend. Once migration is complete on Sunday, 11/5, the Early Adopter Group (EAG) will be asked to test and confirm that files are available and accessible. After successful testing, all DSHA will be notified that your systems are again available by 11/6.

Contacting the DTI Enterprise Service Desk for IT Support

DSHA will receive the DTI Enterprise Service Desk contact information on Friday, 11/3. You may begin calling or emailing the 24/7, 365-day DTI Service Desk to report technical incidents, and system outages, or submit IT requests on Monday 11/6.

Preparation Tasks

- Keep an eye on your email during the upcoming week. You will receive several reminders, additional communications, and resources as we get closer to each key date. We are doing everything possible to prepare you for the transition.
- Continue to submit any questions or concerns to the feedback box:
<https://www.surveymonkey.com/r/DSHAITSurvey>
- Attend upcoming virtual information sessions and contact your Centralization Support Team with questions.
- Visit the DSHA Resource page [IT Centralization for Delaware State Housing Authority \(DSHA\) - Office 365 Project - State of Delaware](#). We are continuing to add more resources to support you during this transition.

Thank you for your understanding and your cooperation during this time.