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DIVISION OF ADMINISTRATION

OFFICE OF INFORMATION SERVICES

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ISIS Memorandum 06-025

To: All ISIS Users
Subject: ISIS Help Desk Change

Effective Wednesday, January 18, 2006, OIS is implementing a new telephone system for the ISIS Help Desk. The changes will simplify the phone system by reducing the number of options presented. As a result of the changes, all callers should pay close attention to the new message before selecting an option.

Once the changes take effect, callers will hear a menu with only two options: one (1) for security problems, and two (2) for any other question or problem. When a caller selects option one (1) for a security problem such as a locked ID, they will be sent to a sub-menu where they can select a second option which best describes their security issue. If a caller has any other question, they will select option two (2) and the call will be answered immediately by OIS Help Desk staff. OIS staff will gather basic information and transfer the call to the appropriate support team.

This process should make it easier for callers to reach the proper ISIS teams for help.

If you have any additional questions or if you experience problems with the new system once it is in place, please contact the ISIS Help Desk at (225) 342-2677.