



*State of Louisiana*  
DIVISION OF ADMINISTRATION

OFFICE OF INFORMATION SERVICES

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**ISIS Memorandum 06-031**

To: Employee Administration Managers  
Human Resource Directors  
Technical Coordinators

Subject: LEO Help Desk and New LEO Contact

Since the initial implementation of LEO in November 2003, LEO has become a tool for state employees to maintain some of their personal data as well as to obtain their pay statements. The LEO online help directs employees who need assistance to read the help documentation, then contact their agency HR or EA personnel before contacting the LEO Help Desk. In practice, many employees contact the LEO Help Desk first.

We believe it is critical that you handle questions from your employees and that your employees contact you and not the LEO Help Desk. This opinion is also shared by the state agencies represented on the ISIS HR Influence Group. Therefore beginning **April 3, 2006**, OIS is implementing changes to LEO Help Desk procedures. Agencies will be expected to provide first-line LEO support for their own employees. With the exception of requests to reset LEO passwords, the LEO Help Desk should only receive calls from Time Administrators, Employee Administrators, Technical Coordinators and designated LEO contacts. Other employee calls will be referred back to the agency.

To facilitate this, each agency must designate a LEO contact for their employees. Beginning April 3, calls from your employees to the LEO Help Desk (other than reset/unlock requests) will be referred back to your agency's LEO contact. Please submit form [ISF066](#) designating a primary and alternate contact for General LEO Support by **March 3, 2006**. This person will also serve as the main point of contact for any LEO-related communication from OIS and should assume responsibility for distributing such information to your employees.

Each agency should plan for providing this support and make sure all employees understand the procedures for obtaining LEO assistance. OIS will provide each LEO contact with documentation of common problems and solutions. As agencies become familiar with the problems their employees are experiencing, they should be able to target employee orientation and communication to those particular areas, eventually reducing the number of calls for assistance.

Questions may be directed to the ISIS Help Desk at (225) 342-2677.

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