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COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Information Services

June 26, 2008

ISIS Memorandum 08-034

To: ISIS Agency Liaisons
Employee Administrators
Human Resource Directors
LEO Contacts
ISIS Travel Administrators
Security Administrators
Technical Coordinators
LSO Contacts

Subject: New OIS Web Ticket

Effective June 26, 2008, the new **OIS Web Help Desk** will become available. It will provide the ability to submit a **Web Ticket** for assistance with problems and questions related to all ISIS systems (e.g., HR, Travel, LEO, AGPS, CFMS, AFS, Business Objects).

The new Web Ticket offers several advantages:

- Users will receive an email confirming successful submission of a Help Desk request for assistance.
- Users will receive a subsequent email notifying them when the Web Ticket is closed.
- Web Tickets are automatically logged into OIS's Help Desk database.

The [ISIS Help Desk page](#) has been modified to contain a link to the new Web Ticket. It also provides instructions on how to use this new method for submitting Help Desk requests. All users must enter their contact information when submitting their initial Web Ticket. This contact information will be saved into the new Web Ticket database and will be displayed as default contact information for subsequent Web Tickets.

Although the new Web Ticket will be the preferred method for submitting Help Desk requests, the OIS Help Desk phone number will remain available.

Please forward this email to all department staff that utilizes the OIS Help Desk. Any questions or concerns should be directed to the ISIS Help Desk at (225) 342-2677.

AM/dk