



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATEWIDE REPORTING AND ACCOUNTING POLICY

M. J. "MIKE" FOSTER, JR.
GOVERNOR

MARK C. DRENNEN
COMMISSIONER OF ADMINISTRATION

October 10, 2002

MEMORANDUM OSRAP 03-09

TO: Fiscal Officers
All State Agencies

FROM: F. Howard Karlton, CPA, CGFM
Director

SUBJECT: Help Desk Changes

Consistent with the change implemented by the Office of Information Services, effective Monday, October 14, 2002, OSRAP will cease providing Help Desk assistance between the hours of 5:00 pm and 6:00 pm. Personnel will continue to be available to answer your calls between the hours of 7:30 am and 5:00 pm, Monday through Friday.

If you require assistance after 5:00 pm, you may leave a message on the Help Desk voice mail and your call will be returned on the following business day by 9:00 am. If you have questions concerning this change, please call the OSRAP Help Desk at (225) 342-1097.

FHK:AM

C: Mr. Whitman J. Kling, Deputy Commissioner