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MEMORANDUM

July 18, 2022

TO: All Agencies
FROM: Timothy Galluzi, Administrator/State CIO
SUBJECT: Enterprise Information Technology Service Desk

The statewide help desk support offered by the Department of Administration, Division of Enterprise Information Technology Services (EITS), is changing its name from the EITS Help Desk to the EITS Service Desk. This change helps to clarify the type of assistance EITS Service Desk staff provides, which includes troubleshooting and solving specific technical issues, along with connecting customers with EITS solutions and services.

Some contact information for the Service Desk will change. The new email is eitsservice@admin.nv.gov and the website to file self-service tickets is <https://servicedesk.nv.gov/>. The telephone number will remain the same: (775) 684-4333. The EITS Service Desk's hours will remain the same, Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Time, excluding state holidays. The EITS Service Desk provides after-hours support only to the Department of Public Safety and actions emergency calls from all state agencies during non-business hours.

This change may also help to reduce confusion for state agencies regarding multiple enterprise-level help desks with similar names. In 2011, when the Department of Information Technology and the Department of Personnel were both brought into the Department of Administration as divisions, the two departments' help desks were consolidated into a single EITS enterprise help desk. However, with the launch of the Silver State Modernization Approach for Resources and Technology in the 21st Century (SMART 21) project, the human resources (HR) help desk functions were moved out of EITS and into the Governor's Office of Project Management. The HR Help Desk can be reached at hrhelpdesk@opm.nv.gov, (775) 687-9099, or (866) 686-3287. HR Help Desk representatives are available to assist with any issues regarding SuccessFactors, Nevada Employee Action and Timekeeping System (NEATS), ADVANTAGE-HR (HDHR), HR Data Warehouse (HRDW), and NVeLearn. Their hours are Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Time, excluding state holidays.

CC: Melissa Laufer-Lewis, Administrator, Governor's Office of Project Management