



# IT Service Desk Bulletin

## Customer Service Center (CSC)

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### New Centralized Mailbox for IT MAC (ESRs)

**Effective May 14, 2009**

The Bureau of Communications and Computer Services (BCCS) Customer Service Center IT Service Desk is implementing a centralized mailbox where all agencies can submit Enterprise Service Requests (ESRs). This effort expands the enterprise consolidation principles and provides additional efficiencies and resources for processing all ESRs. Using the centralized mailbox, all IT Service Desk staff can access and process ESRs from all agencies.

For the past several weeks, the centralized mailbox process was successfully tested and documented. Our turn-around improved and we were also better able to identify additional internal work assignments and clarify processes. As our customer, you are the benefactor of the new streamlined internal handling by CSC and BCCS support teams.

As enterprise solutions are implemented throughout BCCS, we hope to minimize agency impact while incorporating consistency and adherence to published procedures. It is crucial that Help Desk agents be able to accurately and timely process orders. For this reason, it is important that you use and submit the correct ESR and/or Addendum forms. Your forms must contain accurate and complete information and follow published BCCS procedures.

Effective Thursday, May 14, 2009, agencies will be required to send all IT MAC (ESRs) to the new centralized mailbox for processing:

**[CMS.ESR.ALLAgencies@Illinois.gov](mailto:CMS.ESR.ALLAgencies@Illinois.gov)**

This will replace the individual agency email address you have been using to submit ESRs.

All questions regarding this memorandum and the centralized IT MAC (ESR) process can be directed to CSC IT Service Desk supervisor, Billy Foster at (217) 557-4976 or [billy.foster@illinois.gov](mailto:billy.foster@illinois.gov)

**Reminder:** Per the Governor's directive, FY09 procurements for all new personal computing hardware and software must be accompanied by a CMS Procurement Business Justification form. Failure to submit this form will delay the timely processing of your ESR and procurement.