



FCM 026-2016

FIRE CHIEF MEMORANDUM

DATE: March 1, 2016

TO: All Members (*except D.I.A.*)

THROUGH: Eric C. Tade, Chief of Department *ECT*
Todd A. Bower, Deputy Chief of Department *ECT for TAB*

FROM: Steven P. Ellis, Division Chief, Technical Services SPE

SUBJECT: TS HELP DESK REQUESTS

Effective immediately, all requests for technical assistance related to **DFD computers, Ipads, printers, personal computer access problems, etc.** shall be made through the Technology Services (TS) "Help Desk".

The Help Desk can be reached by phone at 720-337-4357 or via email at HelpDesk@denvergov.org. Members are no longer permitted to contact our Department's TS representative, Mr. Dario Katardzic, directly with these requests.

Contacting the Help Desk by phone or email will give our members the opportunity to have their issues resolved in a timelier manner, as many requests can be resolved remotely by the Help Desk. This process also gives Technology Services the ability to prioritize their Denver Fire workload in a more efficient manner.

As a reminder, the process for ordering new equipment or upgrading existing equipment remains the same; all of these types of requests must go through your chain of command.

Your compliance with this directive is greatly appreciated.

Thank you.

SE:kfc/H/FCM/2016/026-2016 TS Help Desk Requests

DISPOSITION: Read at Roll Call for three (3) consecutive shifts.

DISTRIBUTION: Suppression and Support Services (*electronic*)