



Larry Hogan | Governor
Boyd K. Rutherford | Governor
Michael G. Leahy | Secretary
Lance Schine | Secretary

Good Morning Service Desk Users,

As part of Governor Hogan's Customer Service Promise and our ongoing commitment to improving service performance, DoIT is excited to announce the launch of our new IT Service Desk. Our new Service Desk is designed to improve the efficiency and customer experience for each of the agencies we serve in the State. One of the first improvements you will see is that the new Service Desk will be available 24 hours a day, 7 days a week, 365 days a year.

On October 26, 2020, we will switch over to the new DoIT IT Service Desk and are striving to make the change as seamless as possible. We will continue to use the same phone number, request system and email address. While these access points will stay the same, our new Interactive Voice Response (IVR) system will help navigate your request and reduce unanswered calls when contacting us by phone.

We are working hard to serve each of our agencies and while we are excited about the switchover, we ask that you also bear with us during the first couple weeks as we work through the transition.

As a reminder, the DoIT Service Desk can be reached by phone or email (410-697-9700 or Service.Desk@maryland.gov). Some of the issues that can be resolved through the DoIT Service Desk are:

- > Password resets
- > VPN or Network Support
- > Hardware/Software Support
- > Application Support
- > Voice Systems Support

Thank you for your support as we strive to serve you and the citizens of Maryland.

Sincerely,

The Service Desk