

## Your System Information

### Desktop Computer System

Brand:

Model:

### Laptop Computer System

Brand:

Model:

### Other Computer System

Brand:

Model:

### Printer

Brand:

Model:

### Printer

Brand:

Model:



### Report Computer Loss or Theft!

... Immediately to the 7X24 Security hotline number:

**1-888-926-2373**

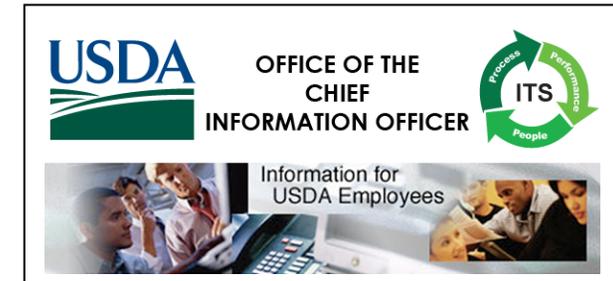
*Effective Monday, May 7, 2007 a toll-free hotline number for reporting lost or stolen government-issued information technology equipment such as: laptop computers, personal data assistants, cell phones, and removable storage media is available to all employees, contractors, and business partners.*

When calling, be prepared to answer questions on the loss or theft, including:

- *Who, what, when and where*
- *What type of information was stored on the equipment*
- *Specifically state if sensitive information (PII\*) was stored*



**Make sure you report loss/theft within one hour after event. Remember that timely reporting is a responsibility that we all share.**



**Providing  
IT Support to You:  
When & Where  
it is Needed**

*Committed  
To Excellent  
Customer Service*

## Technical Support Division

### Mission:

The OCIO/ITS Technical Support Division provides FSA, NRCS, and RD professionals with local support at over 3,000 Service Center Agency offices across the country. We are the eyes, hands, and ears of the ITS support team, a customer-driven IT service provider that listens and responds to the needs and requirements of our customers.

### Get IT Support When & Where it is needed:

- ⇒ Hardware and software support for offices and end users
- ⇒ Server Administration
- ⇒ Equipment inventory and tracking
- ⇒ Suspicious e-mail monitoring
- ⇒ Virus prevention and removal
- ⇒ Physical facilities, moves, new users and renovations
- ⇒ Data Management
- ⇒ Telecommunications, phones, faxes, internet connections



**We are here to serve you!**

#### How to Contact Us:

1. **Your TSD Team.** Contact your Technical Support Division team specialists by phone, shoulder tap, e-mail, or other convenient method. You can also contact the nearest TSD specialist by phone: (see attached listing for your local support team numbers).
2. **Desktop Icon.** A TSD icon on your desktop toolbar that can be used. Help is just a mouse click away!



3. **Magic Merlin Self-Service Help Desk** You can create your own service ticket with **Magic**. Service Center Agency employees use <https://merlin.sc.egov.usda.gov/helpdesk/sslogin.asp> to register as **Magic** users, where you can register your problem online. Your closest Technical Support Division representative will be contacted **“auto-magically!”**
4. **ITS Service Desk.** You can leave a message at 1-800-457-3642.

**Help us to help you:** Please be available when the technician arrives so we can provide all users with timely quality customer service. Also, please be aware - TSD can not load personal software or hardware.

Additional information is available at **Getting ITS Help**  
[http://www.ocionet.usda.gov/ocio/its\\_ep/its\\_get\\_help.html](http://www.ocionet.usda.gov/ocio/its_ep/its_get_help.html)

## GA/SC ITS Group

**Group Manager:**  
**Janice W. Wilson**  
1927 Thurmond Mall, Suite 100  
Columbia, SC 29201  
803-806-3828  
[Janice.Wilson@sc.usda.gov](mailto:Janice.Wilson@sc.usda.gov)

**TSD Staff**  
Lanita Branch  
Baxley, GA  
912-367-7932

**TSD Staff**  
Wylie Owens  
Darlington, SC  
843-393-0483 x115

**TSD Staff**  
Fred Copeland  
Columbia, SC  
803-253-3133

**TSD Staff**  
Julie Paulk  
Tifton, GA  
229-387-9144

**TSD Staff**  
Kathy Fields  
Athens, GA  
706-546-2070

**TSD Staff**  
Wanda Pledger  
Athens, GA  
706-546-2461

**TSD Staff**  
Stacy Foltz  
Columbia, SC  
803-253-3136

**TSD Staff**  
Randy Taylor  
Lexington, SC  
803-359-3165 x111

**TSD Staff**  
D.L. Glover  
Orangeburg, SC  
803-534-2409 x128

**TSD Staff**  
Trina Tuttle  
Athens, GA  
706-546-2058

**TSD Staff**  
Don Harris  
Byron, GA  
478-956-6484 x117

**TSD Staff**  
Toni Warren  
Newberry, SC  
803-276-1978 x1018

**TSD Staff**  
Tammy Ogle  
Athens, GA  
706-546-2052

**TSD Staff**  
Cheryl Walker  
Athens, GA  
706-546-2051

**TSD Staff**  
Sara Zanders  
Americus, GA  
229-924-5397