

From: Cockrell, Philip C.
To: Uswa, Wanda P. <Uswa_WandaP@scdps.state.sc.us>
Findlay, W. David <Findlay_WilliamD@scdps.state.sc.us>
CC: Earley, Jr., James E. <Earley_JamesE@scdps.state.sc.us>
Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Cason, Sandra G. <Cason_SandraG@scdps.state.sc.us>
Chontofalsky, Hope <Chontofalsky_Hope@scdps.state.sc.us>
Overbay, James W. <Overbay_JamesW@scdps.state.sc.us>
Hill, Todd M <Hill_ToddM@scdps.state.sc.us>
Briggs, Kareem A <Briggs_KareemA@scdps.state.sc.us>
Finch, Ben <Finch_Ben@scdps.state.sc.us>
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Subject: Okidata replacements

Wanda and David,

Here is the preferred procedure for deploying Okidata printers to field offices for maintenance support.

- 1.) Pre-deploy a number of Okidata printers to regional district offices to serve as spares in case of field office printer failures. Suggest that we pre-deploy two (2) Okidata printers per district office.
- 2.) When an error occurs, the field office will contact the Phoenix Help Desk which will enter a trouble call into Remedy Action Tracking System and provide the field office with the trouble ticket number.
- 3.) The Phoenix Help Desk will go through the normal troubleshooting process with the field office in order to determine if a service call is warranted.
- 4.) If the Phoenix Help Desk issues a service call on the printer, the Help Desk will contact the district manager's office and request that the DM deploy one of the field spares stored at the district office to the field office.
- 5.) When the field spare arrives at the field office, the field office will contact the Phoenix Help Desk in order to receive instructions on installing and setting up the new printer. Once the new printer is working, the Help Desk will close the trouble ticket.
- 6.) The DM will retrieve the printer requiring service from the field office and return that device to the Project Phoenix Office at Suite 300B, Outlet Pointe Blvd. in Columbia.
- 7.) The Project Phoenix Office will provide the DM with an additional printer to replace the field spare which has now been deployed.
- 8.) The Project Phoenix Office will transport the device requiring service to the service vendor, coordinate the repair/replacement of that device with the vendor and return it to the central spares store at the Project Phoenix Office.

Please read over this and let me know your thoughts. If everyone agrees with this procedure, then we will implement it. Otherwise, it will be amended, shortened, or changed in order to more efficiently facilitate field operations. Thank you.

Philip C. Cockrell, Ph.D. MCP

Network Manager

South Carolina Division of Motor Vehicles

Telephone (803) 896-0594

Mobile (803) 606-5448