



Western Regional Center

National Oceanic & Atmospheric Administration

U.S. Department of Commerce



OCIO Systems Support Seattle IT Updates - March 2013

National Service Desk scheduled for Monday, 1 April

Beginning 1 April 2013, the OCIO will be implementing an enterprise-class Tier 1 Service Desk to centrally support desktop hardware and software applications across the organization. This new service desk is called **The National Service Desk**, or **NSDesk**, and will provide a central point for managing service requests, incident and problem management, and ticket escalation. All customers of the **NSDesk** will be able to use one phone number, email address, or web portal to request IT support and will be able to track the status of their service requests as they are processed.

The National Service Desk is the manifestation of NOAA's IT strategic vision and future operating model for Shared Services enabling NOAALink to deliver more effective, efficient, and measurable service improvement to our stakeholders and customers through the power of one.

One NOAA. One Service.

The National Service Desk is an integrated service desk which provides:

- o A single point of contact for all NOAA employees for IT services
 - (1-855-NSDesk1; email: nsdesk@noaa.gov; and your new [desktop icon](#))
- o Integrated ticketing and tracking of IT service requests
- o Measurable Total Customer Experience metrics
- o Extended benefits of a cloud architecture, shared services, and management integration.
- o Opportunity to increase efficiency through economies of scale and volume licensing by sharing the costs of the services across the enterprise.

NSDesk will eventually be available to all NOAA organizational units and implementation of this initiative will include the fulfillment of NOAA's labor relations obligations with its impacted bargaining units.

This is a required helpdesk service offering for all Corporate Services offices within NOAA. Big or small problems, lengthy or quick questions, password changes, access rights issues, missing CAC cards, software and hardware installations, reserving the training room, changing account names, moving offices, setting up a VTC conference, changing phone numbers or voice mail messages and everything else you contact us for today should all be done through the NSDesk starting April 1st. This includes walking into our office or stopping us in the hallways. Of course, the majority of your questions and requests will be handled by us here in Seattle, but each and every one should go through the NSDesk so that each can be properly logged and tracked to completion. If the NSDesk doesn't know about it, unfortunately, it's not something we can really assist you with until it goes through them.

Additional information may also be found at the [NSDesk Google Site](#).

STARTING 1 APRIL, ALL CALLS TO 6377 WILL BE AUTOMATICALLY FORWARDED TO THE NATIONAL SERVICE DESK!!!

STARTING 1 APRIL, ALL EMAILS SENT TO SEATTLESSD.HELPDESK AND SEATTLESSD.REQUESTS WILL BE FORWARDED TO THE NATIONAL SERVICE DESK!!!

If you have any questions, please call the NSDesk at 1-855-NSDesk1 ([1-855-673-3751](tel:1-855-673-3751))

March Tech Tips

- **Temporary Errors in Google Docs**

If you're seeing a "Temporary Error (502)" message or other server error message when you try to access Google Docs, Sheets, or Slides, it means that your documents are temporarily unavailable. These errors generally resolve themselves within a few minutes, so please wait a bit before trying to access them again.

If Google Drive loads but your items aren't displayed, trying clicking on any other view, such as "All items" or "Owned by me." This should make the error message disappear and your files appear as normal.

If you have any questions, please call the NSDesk at 1-855-NSDesk1 ([1-855-673-3751](tel:1-855-673-3751))
Previous Tech Tips located at www.wrc.noaa.gov/systems/techtips.htm