



# Tech Alert

from the Customer Delivery Division

*"Your Gateway to OTech Services"*

## TA 14-20: New Procedures for Requesting Computer Room Access

**ATTENTION: All Tenant Managed Services Customers**

**ACTION REQUESTED: Schedule Computer Room Visits at Least 24 Hours in Advance**

**DUE DATE: Change Effective Immediately**

### Overview:

To better understand customer's needs and allow TMS staff to respond to customer issues more efficiently, the procedures for TMS visits are changing. Visits to the Computer Room require at least 24 hours advance notice to allow TMS to better coordinate internal and external resources, as necessary.

OTech recognizes that emergency visits may be necessary to repair equipment or troubleshoot issues. In these circumstances, when 24 hours advance notice cannot be provided, customers are required to call OTech's Service Desk at (916) 464-4311 to schedule a visit, rather than submitting a request through Remedy. Requests for all other Computer Room visits should be submitted through the Remedy system with a minimum 24 hours advance notice.

The procedure for hardware installation and removal requests has not changed; customers are required to submit these requests at least 10 business days in advance. In the event that break-fix activity requires replacement equipment installations, removal of equipment from the Computer Room may be delayed until the next business day if the unplanned visit occurs during off hours and appropriate OTech staff is not on site to assist with processing.

### Requested Action:

Submit a TMS Raised Floor Activity Request through the Remedy system at least 24 hours in advance of the visit date. If customers are unable to request a visit within 24 hours advance notice, call the Service Desk at (916) 464-4311 and request that an Incident be opened for the visit.

Additionally, visitors not listed on a department's Tenant Contact List will require approval by a Department Authorizer prior to being granted access to the Computer Room. OTech will contact Department Authorizers, if visitors are not on the department's Tenant Contact List, to request approval of the visitor via email or phone.

### Due Date:

Effective Immediately.

### Contact:

If you have questions or need further clarification, please contact TMS Support Group at [CIOTMSSupportGroup@state.ca.gov](mailto:CIOTMSSupportGroup@state.ca.gov), or your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.

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