



# State of North Carolina

## Office of the State Controller

Michael F. Easley, Governor

Robert L. Powell, State Controller

August 1, 2006

### **MEMORANDUM**

TO: OSC Support Services Users

FROM: Robert L. Powell  
State Controller

A handwritten signature in black ink that reads "Robert L. Powell".

SUBJECT: Changes Within OSC Support Services

As you are well aware, we are in an ever changing world. State government and OSC are no different. Change is good and can benefit all of us. As part of moving forward with several initiatives in which OSC is involved, we will be re-aligning our current Help Desk to better meet these future needs. Three exciting changes are coming in the next two weeks.

- The first big change concerning the OSC NCAS Help Desk is a name change. We are changing our name to the OSC Support Services Center. This name change better reflects the duties and responsibilities managed on a daily basis. OSC is responsible for many areas within state government and desires to better align ourselves to reflect these responsibilities. We are currently responsible for answering inquiries and questions on the NCAS system, the Central Payroll system, the Foreign National Statewide Compliance Program, as well as general inquiries from a variety of sources.
- The next change occurring is the addition of E-Commerce calls to the OSC Support Services Center. Beginning on Wednesday, August 16<sup>th</sup>, all E-Commerce calls will begin coming through the Support Services Center. We will have two trained analysts taking calls and assisting the user. If the issue needs to be escalated to a second level analyst, the caller will be given a HEAT ticket number and the issue will be sent to the next level for resolution. We are very excited about adding this area to our Support Services Center.
- The final change that is occurring in the next two weeks is a change to the actual phone system. We will be implementing an Automated Attended Service system effective August 16, 2006. This new system allows us to more effectively and efficiently route incoming calls to the appropriate analyst for assistance and resolution. When a call comes in, the caller will be given options from which to select to be connected to the appropriate analyst. The number will remain the same: (919)875-HELP (4357). During this initial implementation of the Automated Attended Service system, there will be three options from which to choose:
  - Option 1 will be used for issues pertaining to the North Carolina Accounting System, Central Payroll, Foreign Nationals and Payment Verification forms, as well as any general or miscellaneous issues;
  - Option 2 will be used for all E-Commerce issues; and
  - Option 3 will be used for any issues pertaining to training.

We are excited about these new endeavors and look forward to the changes that will be forthcoming from our agency. We would like to thank you ahead of time for your patience, assistance, and cooperation during this time of change.

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