
From: Frank Bonet
Sent: Tuesday, February 09, 2010 10:37 AM
To: CITY; kflanagan@lawpd.com; John Romero
Cc: Inguyen@lawrence.k12.ma.us; Mary Lou Bergeron
Subject: IT Services

Dear City Employee,

We would like to ask for your patience and cooperation throughout the next few weeks as it relates to the City of Lawrence IT Department and the City of Lawrence IT Help Desk services.

During the next few weeks, you may find that City of Lawrence IT work order services may be slower than usual. You will find the City of Lawrence IT staff, that you are custom to working with, are no longer available to assist you.

The City of Lawrence has a contingency plan in place to move work orders or services related to IT through its Help Desk. You may continue requesting for work order or services through the City of Lawrence Help Desk in a normal fashion. The City has professional technicians in place (located within the City of Lawrence) for the its continual IT services.

Please do not call any Helpdesk technician's individual phone numbers or cell phones for assistance or email them directly as they will be not responding.

All Helpdesk requests should come to: 978-620-3700 or helpdesk@cityoflawrence.com.

Please respect their time and realize that in order to support the City we all need to work together and allow the Helpdesk technicians to complete their tasks as they are assigned thus allowing for them to attend to your needs uninterrupted as well.

Your patience with this necessary work is greatly appreciated. Thank you for your understanding.

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"What the cynics fail to understand is that the ground has shifted beneath them, that the stale political arguments that have consumed us for so long, no longer apply." President Barack Obama