

From: spo
Sent: Friday, June 24, 2011 3:44 PM
To: spo
Subject: Change in ProcureAZ Technical Support for State Agencies
Attachments: Help Desk Spo Alert 6-24-11.pdf

SPO Alert

Date: June 24, 2011

To: State Agency Chief Procurement Officers and Cooperative Members

From: State Procurement Office

Re: Change in ProcureAZ Technical Support for State Agencies

Summary: To fulfill our goal of improving ProcureAZ technical support, support for State Agencies has been outsourced to Periscope Holdings Inc. with implementation beginning Monday, June 27th. Vendor support will continue to be handled in-house by ProcureAZ Help Desk staff. Email from State Agencies to procure@azdoa.gov will be routed to Periscope's ProcureAZ help desk personnel. Pressing option 4 from the ProcureAZ Help Line will automatically transfer the caller to Periscope's ProcureAZ help desk personnel. The list of Agency Technical Support Leads will be posted to the SPO website by Monday morning.

Please read the attached memo for important ProcureAZ technical support details.

SPO ALERTS are available
online at <http://spo.az.gov>

Janice K. Brewer
Governor



Scott A. Smith
Director

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STATE PROCUREMENT OFFICE

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MEMORANDUM

TO: Agency CPOs

FROM: Jean Clark, State Procurement Administrator 

DATE: June 24, 2011

SUBJECT: Change in ProcureAZ Technical Support for State Agencies

To fulfill our goal of improving ProcureAZ technical support, support for State Agencies has been outsourced to Periscope Holdings Inc. with implementation beginning Monday, June 27th. Vendor support will continue to be handled in-house by ProcureAZ Help Desk staff. On Monday the message on the ProcureAZ Help Desk help line will be as follows (please note the text in bold):

Welcome to the State of Arizona, Dept. of Administration State Procurement Office ProcureAZ Help Line

We can also be reached by email at procure@azdoa.gov

Your call is important to us; please listen to the following options:

If you are a Vendor in the process of responding to a solicitation, please press 1

If you are a Vendor and need assistance with your registration, please press 2

If you are a Vendor and need general assistance, please press 3

If you are a **State Agency Technical Lead** for ProcureAZ and require general technical assistance, please **press 4**

If you are a State Agency ProcureAZ user and require technical assistance, please contact your State Agency Technical Lead. The contact numbers for State Agency ProcureAZ Technical Leads are located at spo.az.gov—please click on the ProcureAZ State Agency menu item on the left.

With heavy call volume it may be faster to reach us by email at procure@azdoa.gov

To repeat this menu of choices, please press 8

Thank you for calling the ProcureAZ Help Line

Email from State Agencies to procure@azdoa.gov will be routed to Periscope's ProcureAZ help desk personnel. Pressing option 4 from the ProcureAZ Help Line will automatically transfer the caller to Periscope's ProcureAZ help desk personnel.

It is important to note that only State Agency **Technical Leads** should be calling or emailing the Help Desk if they cannot answer a question or fix the issue themselves. Each agency may identify up to three staff members to act as technical leads and forward issues to the Help Desk. The list of Agency Technical Leads is posted at http://www.spo.az.gov/ProcureAZ/Application_Basics/default.asp.

System Administration issues will continue to be handled in-house by ProcureAZ Help Desk staff. These issues include software bugs, enhancement requests and user setup and maintenance. Forms required to initiate user setup and maintenance and Agency setup and maintenance may be found at both of the following links:

http://www.spo.az.gov/ProcureAZ/Application_Basics/default.asp
http://www.spo.az.gov/Admin_Policy/SPM/Forms/default.asp.

All issues will be tracked in the BuySpeed Issue Tracking System (BITS). Agency Technical Leads will be given access to BITS and training to use it. Monthly training will be offered to all Agencies based on issue trends identified in BITS. We will also establish a survey to continue to review and monitor customer service issues.

Thank you for your support and please contact us with any questions.