

# Mass Workforce Issuance

---

**Workforce Issuance No. 07-55**

Policy    Information

---

**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Associate Directors  
DCS Field Managers

**cc:** WIA State Partners

**From:** David W. Mackley, Director  
Department of Workforce Development

**Date:** August 9, 2007

**Subject:** **New IT Hardware Maintenance Service Provider and Equipment Inventory**

---

**Purpose:** To inform Local Workforce Investment Boards, One-Stop Career Center Operators, and other local workforce development partners of an email communication that will be sent from the IT Help Desk, regarding provisions of a new IT equipment maintenance service agreement with RetroFit Technologies, and a request to inventory all DET-tagged IT equipment for RetroFit's on-line Customer Support database.

**Background:** The Department of Workforce Development's IT Network Services Department has entered into a new agreement with RetroFit Technologies as its hardware maintenance service provider for servers, PCs, laptops, printers, scanners, etc., replacing CBE Technologies.

An email notification will be sent from the Help Desk the week ending August 10, 2007 that will list some key service level provisions of this new agreement.

Additionally, DWD Network Services is requesting that each location provide a complete inventory of all DET-tagged IT equipment. The email will include a spreadsheet for entering information on DET-tagged equipment.

The inventory will be used to update DWD's account data for RetroFit's online Customer Support Portal that will be accessible to DWD and Career Center staff. Instructions for completing the inventory will be included in the email

**NOTE:** *The inventory described in this issuance does not replace the Laptop/Notebook Computer Inventory requested through MassWorkforce Issuance 07-46 for security purposes. The information on laptop computers requested in MassWorkforce Issuance 07-46 is due to Marilyn Boyle by August 10, 2007.*

**Action**

**Required:** Local Workforce Investment Boards, One-Stop Career Center Operators, and other local workforce development partners should inform managers, staff and their IT Coordinators of DWD's new maintenance service provider, RetroFit Technologies. Also, please ensure that the inventory spreadsheet is completed and returned to [mhebert@detma.org](mailto:mhebert@detma.org) by the date specified in the email.

**Inquiries:** Any questions related to this correspondence or on the IT equipment inventory should be directed to Mark Hebert at [mhebert@detma.org](mailto:mhebert@detma.org) or by phone at 617-626-6636.