Washington State Parks and Recreation
Information Technology Services
Information Sheet

About Information Technology Services:
The IT Services team supports Agency email services, Agency network services, IT purchasing, IT consultations, IT reporting and audits, special or new system requests, virus and network intrusion response, security training, printers, copiers and telecommunications.

Network Drives:

If you are connected to the main Agency network, you will likely have access to some network drives. Drives are assigned and accessed based on your work responsibilities - you may not have all the drives listed below.

H: Staff Documents – for individual staff connected to the main Agency network. Store documents only you need access to here.

M: Work Unit Documents – Work unit shared documents belong here.

N: Agency Documents (read only) – Documents with an agency wide scope that rarely change – the file named "N Drive Authorizations " contains lists of the staff who are able to update specific areas on this drive.

O: Service Center Documents – Documents shared by the entire Service Center.

P: Agency Collaborative Documents – Documents that require collaboration between multiple Service Centers can be stored here. Documents are considered temporary and periodically deleted.

Q: Region Documents – Documents that need to be shared with the entire Region.

W: GIS Data – Agency maps are stored here.

How to access N: drive from a park or the Internet:

Staff located at parks have access to the N: drive through http://inside.parks.wa.gov. You must use your network logon to access this site.

Other forms used by the Information Technology Services workgroup are listed below.

M-001 Service Request
M-002 Network Access & Telecommunications Services Request
M-004 Electronic Equipment & Software Request
M-005 Forms Work Order Request
M-006 Electronic Media Transmittal for Archiving
M-009 GIS Data Order
M-015 Network & Telecommunications Termination
M-016 Network Account Information
M-017 Remote Access Application & Agreement

Security Awareness:

While the agency does have highly effective anti-virus and anti-spam technologies deployed, security also

depends upon you. Please do not allow others to access your network account. Never share your password. Trust your instincts, and if something seems wrong, it probably is.

Do not reply to any spam that you receive. The State of Washington has implemented global spam filters for every agency's email. We don't control those filters and there will be times when some new type of spam gets through until the filters are updated. It's possible that you may sometimes get junk mail that says it's from agency staff (or it may even have your own address as the sender). This is called "spoofing" and it is just another example of spam. The "From" field in email can be faked and is not a dependable indicator of the sender. Please continue to delete and ignore email that is obviously not work related.

Please log off of your computers nightly. Workstations connected to the network are fully managed and receive all updates and software installs automatically. To facilitate this it is essential that you are NOT logged on to your workstation during our nightly maintenance windows.

How to get help:

For assistance with Information Technology Services we've developed a request tracking system which allows us to efficiently respond to requests. For assistance, please call **(360) 902-8590** or email us at **Helpdesk@parks.wa.gov**. Sending your requests here allows us to manage our schedules so we're best able to provide assistance.