THE
DOWNLOAD

INFORMATION TECHNOLOGY UPDATES FOR EHSD STAFF

What Your IT Team is Working On

Windows Upgrade:

An upgrade to Windows 10, version 20H2 is in the works. This upgrade will simplify how EHSD IT handles equipment issues while enhancing security and providing a better visual experience. EHSD IT technicians are making the upgrades over the weekends and have updated 1,500 desktops so far. This is a "behind the scenes" effort with no expected disruptions. However, if you notice any problems, please call the **EHSD IT Help Desk at (925) 521-7200.**

Coming Soon

› T**he Azure Virtual Desktop (AVD)** environment is now available for EHSD staff to access their office desktops and applications from anywhere on any desktop computer, laptop or smartphone.

› **Emergency texting communication tool coming soon.** EHSD IT is working with DoIT to communicate better during a disaster or large outage due to an unknown situation. The solution includes texting, pop ups on your desktop computer, and cell phone notification.

EHSD IT Help Desk Request

Staff with equipment that needs to be returned should contact EHSD IT and make arrangements to return equipment. Contact: **Extension 1-7200 or ehsd_helpdesk@ehsd.cccounty.us.**

Ask IT
What topics would you like to hear about from IT?
Email **kgaughen@ehsd.cccounty.us.**

Happy Summer from your IT Team!

CONTRA COSTA COUNTY
EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together