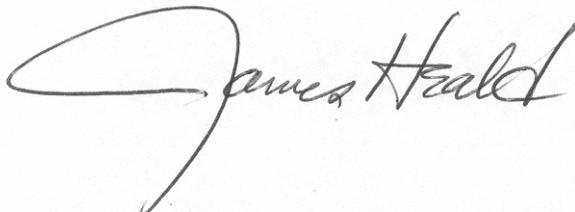


**For:** State and County Offices

**New AS/400 System Maintenance Provider and Changes in Coverage**

**Approved by:** Acting Associate Administrator, Operations and Management



**1 Overview**

**A Background**

The contract with ComTek for maintenance and repair of IBM AS/400 systems, 4317 laser printers, and 4232 impact printers expires on March 31, 2008.

**B Purpose**

This notice informs State and County Offices about:

- new IBM AS/400 systems maintenance provider
- discontinuing maintenance for IBM 4317 laser printers.

**2 Action**

**A New IBM AS/400 Maintenance Provider**

Effective April 1, 2008, Vision Technologies, Inc. becomes the new maintenance provider for IBM AS/400 systems; the incumbent maintenance provider, ComTek, will be a subcontractor for IBM AS/400 systems and 4232 impact printers. A transition period will take place March 16 through March 31, 2008. The ITS Service Desk will continue to handle any problems.

<b>Disposal Date</b>	<b>Distribution</b>
April 1, 2009	State Offices; State Offices relay to County Offices

## Notice IRM-407

### 2 Action (Continued)

#### B No Coverage for IBM 4317 Printers

IBM 4317 laser printers:

- will no longer be covered by the maintenance contract
- can be used until repairs are necessary
- will no longer be repaired after April 1, 2008.

**Note:** All print output can be printed on network-attached laser printers and IBM 4232 impact printers.

#### C Replacement Printer for IBM 4317

When an IBM 4317 laser printer is no longer functional and a replacement is required, coordinate purchasing the replacement printer with your local ITS, TSD Group Manager and FSA, ITSD, Budget and Acquisitions Office (BAO). Contact ITSD, BAO according to the following:

- Lori Beutel, Director, at either of the following:
  - e-mail at [lori.beutel@wdc.usda.gov](mailto:lori.beutel@wdc.usda.gov)
  - telephone at 202-720-4709
- forward requests to any of the following.

Name	Telephone Number	E-Mail
Tamara Ashton	202-720-9147	<a href="mailto:tamara.ashton@wdc.usda.gov">tamara.ashton@wdc.usda.gov</a>
Earl Bice	202-720-0893	<a href="mailto:earl.bice@wdc.usda.gov">earl.bice@wdc.usda.gov</a>
DeLayne Gravelle	202-720-9340	<a href="mailto:delayne.gravelle@wdc.usda.gov">delayne.gravelle@wdc.usda.gov</a>
Najmur Nahar	202-720-5788	<a href="mailto:najmur.nahar@wdc.usda.gov">najmur.nahar@wdc.usda.gov</a>
Crystal Njoku	202-720-5058	<a href="mailto:crystal.njoku@wdc.usda.gov">crystal.njoku@wdc.usda.gov</a>

#### D Configuring Printers

Instructions for configuring network-attached printers for use by IBM AS/400-S36 systems can be found in the NETWORK Printer Manual, Attachment A (starting on page 17) at <http://ftpintra.fsa.usda.gov/AS400/networkprinters.doc>.

Contact the ITS Service Desk for assistance using either of the following methods:

- through applicable TSD IT Specialist, through Magic Merlin Self-Service
- by telephone at 1-800-457-3642.