

Announcement: IT Support Contact Information and Responsibilities

Dear Colleague,

To improve the efficiency and quality of our IT services, we would like to provide an overview of the IT team members and their areas of responsibility. This will ensure that all your IT-related concerns are directed to the appropriate team for faster and more effective support.

Norman Cunanan

IT Manager

For general IT management concerns, please contact:

- **Email:** norman.c@ksd.la

IT R&D Unit

For **any issues** related to **core software applications**, forgotten computer/laptop passwords, and **email requests**, please contact the IT R&D Unit.

They handle:

- **Any kind of issue** related to **core software** used in KST Group (e.g., SAPB1, CW POS, G-One, IMDC OPD, Odoo-ERP)
- **Password resets** and **account creation** for all core software
- **Email account creation**, password resets, and any email-related issues
- **Forgotten passwords** for computers and laptops

Contact:

- **Vongsakone Thanongkeo** – IT R&D Manager
- **Sackthavy Lasichan** – Application Specialist
- **Xaysomphone Chantavongsa** – Full Stack Developer

IT Operation and Infrastructure Unit

For **network issues** (Wi-Fi, slow internet), **server problems**, and **shared folder access**, please contact the IT Operation and Infrastructure Unit.

They handle:

- Network and internet connection issues (Wi-Fi, slow connections)
- Server performance and access issues
- Shared folder access and permissions

Contact:

- **Saymy Northongparsith** – Infrastructure Engineer
- **Phoumsavanh Xaiyaphone** – Network and System Administrator

IT Helpdesk Support Unit

For **general IT support**, including desktop or laptop issues, printer/scanner setup, software installations, CCTV Issues and office equipment troubleshooting, please contact the IT Helpdesk Support Unit.

They handle:

- Desktop, laptop, and printer/scanner setup or issues
- Software installation and troubleshooting
- Hardware setup and configuration
- CCTV Problems and troubleshooting

Contact:

- **Vinat Singhalath** – IT Support Specialist (KST Group Support)
- **Bounlue Thammavong** – IT Support (Mainly for SSA and IMDC)
- **Xaysomphone Savaengsueksa** – IT Support (KST Group Support)

New IT Ticketing System Coming Soon

We are excited to announce that we will soon be implementing a **new IT ticketing system**. This system will streamline the process of reporting IT issues, ensuring that problems are properly categorized, tracked, and resolved in a timely manner.

Why the new ticketing system?

- It will help us **prioritize high-priority issues** and improve user satisfaction.

- It ensures that all problems are addressed by the correct team, preventing delays and missed issues.
- The system will track each support request from start to finish, ensuring nothing is overlooked and keeping you informed about the progress.
- It will eliminate the risk of issues being forgotten by assigning tasks to specific IT support members. This ensures accountability and transparency in tracking whether an issue has been resolved.

All staff will be required to use this system to report any IT concerns. By using this structured approach, we can guarantee better solutions and improve the overall quality of our IT support.

How to Reach IT Support

For any IT-related concerns, you may:

- **Call extension 7000** for immediate assistance
- **Email ictsupport@ksd.la** for general IT support requests or inquiries
- **Check this website** for more details on all IT members and their contact info:
<https://itd.kstgroup.la/>

We appreciate your cooperation in helping us provide the best IT support possible. More information on the new ticketing system will be provided soon.

Best regards,
Norman Cunanan
IT Manager
KST Group