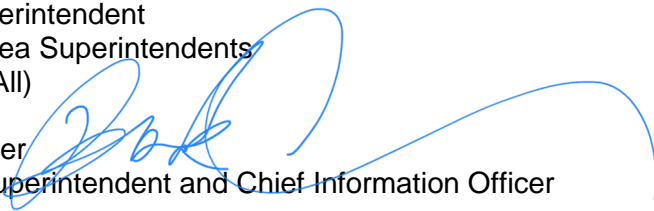


**STATE OF HAWAII**  
**DEPARTMENT OF EDUCATION**  
P.O. BOX 2360  
HONOLULU, HAWAII 96804

OFFICE OF INFORMATION TECHNOLOGY SERVICES

December 3, 2020

TO: Deputy Superintendent  
Complex Area Superintendents  
Principals (All)

FROM: Brook Conner   
Assistant Superintendent and Chief Information Officer

SUBJECT: **Modified Hours for 'Ohana Help Desk During Winter Break**

The 'Ohana Help Desk will continue to provide support during Winter Break with modified hours from December 20, 2020 through January 2, 2021.

- Sunday, December 20, 2020 – CLOSED
- Monday, December 21, 2020 – 7:00 a.m. – 4:00 p.m.
- Tuesday, December 22, 2020 - 7:00 a.m. - 4:00 p.m.
- Wednesday, December 23, 2020 - 7:00 a.m. - 4:00 p.m.
- Thursday, December 24, 2020 - CLOSED
- Friday, December 25, 2020 - CLOSED (State Holiday)
- Saturday, December 26, 2020 - CLOSED
- Sunday, December 27, 2020 - CLOSED
- Monday, December 28, 2020 - 7:00 a.m. - 4:00 p.m.
- Tuesday, December 29, 2020 - 7:00 a.m. - 4:00 p.m.
- Wednesday, December 30, 2020 - 7:00 a.m. - 4:00 p.m.
- Thursday, December 31, 2020 - CLOSED
- Friday, January 1, 2021 - CLOSED (State Holiday)
- Saturday, January 2, 2021 - CLOSED
- Sunday, January 3, 2021 and Onward - RESUME NORMAL OPERATING HOURS

Families and students requiring technology support while the 'Ohana Help Desk is closed can leave a message via chat at [chat.ohanahelpdesk.org](https://chat.ohanahelpdesk.org), or leave voicemail at 643-DESK (3375). Messages will be checked the next business day. If contact information is provided, an 'Ohana Help Desk Team Member will follow-up with the caller.

Department of Education employees requiring assistance during the Winter Break should continue to contact the IT Help Desk with their technology-related questions and issues. The IT Help Desk for employees can be accessed online via ServiceNow ([help.hidoe.org](https://help.hidoe.org)) or by telephone Monday through Friday, 7:45 a.m. to 4:30 p.m. at (808) 564-6000, or for neighbor islands, please use the

Deputy Superintendent, et al.  
December 3, 2020  
Page 2

HATS line at 8-1-808-692-7250. The IT Help Desk is closed on Saturdays, Sundays, and on all State Holidays.

For more information about the 'Ohana Help Desk, please visit the 'Ohana Help Desk portal at [ohanahelpdesk.org](http://ohanahelpdesk.org). Questions regarding the modified 'Ohana Help Desk schedule may be directed to Nicholas Alexander, IT Specialist III, via email at [Nicholas.alexander@k12.hi.us](mailto:Nicholas.alexander@k12.hi.us).

BC:na

c: Superintendent  
Assistant Superintendents  
Office of Information Technology Services