



State Radio System Upgrade Contact Information

Vendors

The vendors listed below have the programming information necessary to update radios in preparation for the State Radio system upgrade. This should not be considered a vendor endorsement by the State of South Dakota and may not be a complete list of vendors.

Vendor	Website	Phone Number
B & L Communications		(605) 337-3377
Dakota Electronics		(605) 225-1672
MINN-KOTA Communications	http://www.minn-kota.net/	(701) 642-9229
Rushmore Communications	https://rushmore.coop/communications	(605) 348-4940
Tri-State Communications	https://www.tri-statecomm.com/	(402) 494-5477
Two Way Solutions, Inc.	- https://www.twowaysolutionsinc.com/	Sioux Falls location Phone: (605) 334-9816
		Watertown location Phone: (605) 878-0303
Vantek Communications	https://vantek.org/	(605) 332-4144
Western Communications	https://www.wescomm.com/	(605) 342-7885
Greg Ehram (Motorola Escalation)		(612) 597-7269

State Radio Team

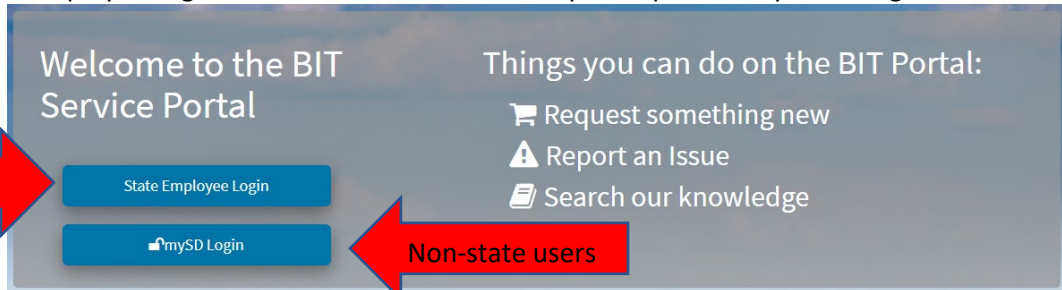
Trent Ninceheler	Trent.Ninceheler@state.sd.us	605-773-3860
Todd Dravland (SWIC)	todd.dravland@state.sd.us	605-773-4635

Submit a Support Ticket to the State Radio Team

The BIT Service Desk portal is now available to contact BIT/State Radio at <https://servicedesk.sd.gov>. From this portal, you can report issues to BIT/State Radio by way of Incidents, search our Knowledgebase, make a request for new or modify existing services through our Service Catalog, and

interact with BIT employees on incidents and requests directly.

Visit the BIT Service Desk portal at <https://servicedesk.sd.gov>, and click the following depending if you are a state user/agency or a non-state user/agency. If you are a state user/agency, simply click the “State Employee Login” button. For non-state users please proceed by following items 1-6 below.



1. If a Login Help screen appears, close it.
2. Enter the email address you want to use for the mySD Login and click **Continue**. On the bottom right section of the window, click the **Sign up now** link.
3. Click the **Send verification code** button.
4. Go to your email and check for a message from 'donotreply@state.sd.us'.
5. Copy the code you received in your email, enter it on the mySD page, and click 'Verify code.'
6. Complete the information on the screens that follow.

To request services from BIT/State Radio, you can then search requests for what you are looking for by using key words such as “radio”. If you cannot find the specific request you are searching for, then you can submit a “General Service Request”. Or you can submit an “Incident” to report issues for an unplanned interruption or reduction in quality of service provided by BIT/State Radio. After opening an Incident or Request, emails with updates on progress will come from BIT Service Desk BITServiceDesk@state.sd.us. To interact with BIT/State Radio on our request or incident, you can open the link in the email to interact via the Service Desk portal or reply to the email. Replies to BIT Service Desk emails with the Ref: number at the bottom of the message are automatically inputted and associated with the Incident or Request you are referencing.

The BIT Service Desk is still available by phone at (605) 773-HELP. If you have a mySD login when you call, our Service Desk can associate the Incident or Request with you so you receive updates via email and can interact with BIT via the Service Desk portal.