



# VITA Service Desk

[vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov)

(866) 637-VITA (8482)

Information technology support – for VITA customers receiving services from the IT Infrastructure Partnership with Northrop Grumman – is provided by the VITA Service Desk. The VITA Service Desk is a single point of contact with IT analysts trained to resolve or triage your questions or requests as quickly as possible. VITA Service Desk analysts can respond to both IT hardware (equipment) and software (application) questions. In many instances, a Service Desk Analyst can help you so that you do not have to wait for an on-site visit for assistance.

There are three ways in which you can report an incident or submit a request with the VITA Service Desk: (1) direct call to our toll-free number, (2) e-mail, and (3) self-support web-ticketing through the soon-to-be-available *eSupport* portal.

Prior to contacting the VITA Service Desk, you can help the Analyst respond faster and more effectively by having the following information ready:

- ✓ Your e-mail address and contact phone number
- ✓ Your physical address
- ✓ A description of the your problem and whether or not it affects others in your office or on your team

After your ticket is recorded, you can update the VITA Service Desk with new information regarding your problem, ask questions or check on the status of your problem by using the same toll-free number or e-mail address and your ticket number.

In addition to direct support of your incident or request, you also benefit indirectly by calling the VITA Service Desk because staff members there analyze overall trends, and can help prevent future problems for you and others who are connected to the information technology infrastructure around the Commonwealth.

As the VITA Service Desk continues to evolve, new tools will be implemented to better support our customers. Two of the more exciting tools that will be implemented are *eSupport* and Remote Desktop capabilities. Both of these tools become fully available to an agency at the completion of network migrations and onto the new state-wide email system (the COV domain).

**eSupport** – A webpage designed to provide end-users with the ability to submit a ticket via the web, check the status of their tickets, change their network password and search our extensive Knowledgebase of solutions to common desktop related problems.

**Remote Desktop** – Upon the user's consent, Remote Desktop will allow the Service Desk agent to view and control a user's PC. The agent would then be able to modify settings on the desktop, push software to the PC, etc.