

Enterprise Help Desk Frequently Asked Questions (FAQs)

What is the Enterprise Help Desk?

It will be the consolidation and single point of contact for all of the commonwealth's Help Desk locations into a central enterprise Help Desk in southwestern Virginia, in Russell County, at the Southwestern Enterprise Solution Center (SWESC). As a component of the Enterprise Help Desk, Peregrine is the common software that is being used by the Help Desk staff to report, log, track, and resolve incident tickets and service requests from agency employees. Currently most agencies have their own IT help desk support, but with the Enterprise Help Desk all agencies will use one common center and system.

Better and more consistent customer service and process standardization will be possible with the centralized Help Desk and one system. The centralized Help Desk service is an important component of transforming state government's IT infrastructure.

What is the purpose of the Enterprise Incident Management System?

It will provide a standard help desk system, where state agencies will call one single point of contact (SPOC) to get their computer problems solved. Transformation will:

- reduce the number of individual agency help desks to one centralized service
- will be the single point of contact for all customer calls
- expect to resolve the problem via first call resolution
- assume total ticket responsibility
- provide around-the-clock coverage and improve reliability
- monitor and report on SLA's

Who will be impacted by the deployment of the Enterprise Help Desk?

The agency help desk support personnel will be the most impacted. This consists of the desktop support staff, help desk managers and supervisors, application support personnel and local area coordinators or those with similar responsibilities. All help desk and desk top support staff will continue to receive the required training conducted by the VITA/NG partnership on Peregrine and E-Support as they are added to the capabilities of the support tools available through the centralized Help Desk. Training notification emails and reminders will be sent by the partnership staff. By attending training, the Help Desk staff will be more informed about how to use the Peregrine Incident Management system to support their end user's hardware and software. This will allow staff to improve their first call service and increase customer satisfaction.

For more information regarding training contact peregrinetraining@vita.virginia.gov.

What will be the impacts for agency employees?

First, there will be some impact on those agency employees currently using an internal help desk. These agency employees will need to start using the new enterprise Help Desk phone numbers (1-866-637-8482 {VITA} or 804-786-3932, if calling from the Richmond Metro Area) upon migration to the Enterprise Help Desk.

Second, all callers seeking assistance from the Enterprise Help Desk will be expected to answer the two challenge questions asked by the Help Desk agents to provide positive identification of the caller and help prevent identity theft. The questions will be the caller's mother's maiden name and the last four numbers of the caller's Social Security Number. These items of personal identification have been provided to the Enterprise Help Desk through the employees' agency Human Resources office.



Other than the new phone numbers and providing the two challenge answers above, agency employees will continue to request help desk services as they have all along.

What if I have more questions?

If you want to know more about the Enterprise Help Desk, its role in Transformation, or its role in the Enterprise Incident Management System, please send your question to questions@vita.virginia.gov.

IT Infrastructure Partnership and IT transformation background:

The VITA/NG Partnership is preparing to transform the state's IT infrastructure from more than 40 different agency systems to an enterprise-wide, cohesive and efficient infrastructure. An important part of this effort is centralizing the help desk service. Other projects include desktop refreshes, network and server modernization and consolidation, enhancement of information security and a global e-mail system.

For more information on the IT Infrastructure Partnership, go to www.vita.virginia.gov/itpartnership.