

## VITA Service Desk Frequently Asked Questions (FAQs)

### What is the VITA Service Desk?

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

The agency Helpdesk support personnel will be the most impacted. This consists of the desktop support staff, Helpdesk managers and supervisors, application support personnel and local area coordinators or those with similar responsibilities. All Helpdesk and desktop 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 VITA Service Desk. Training notification emails and reminders will be sent by the partnership staff. By attending training, the Service 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](mailto: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 Helpdesk. These agency employees will need to start using the new VITA Service Desk phone numbers (1-866-637-8482 {VITA} or 804-786-3932, if calling from the Richmond Metro Area) upon migration to the VITA Service Desk.

Second, all callers seeking assistance from the VITA Service Desk will be expected to answer the two challenge questions asked by the VITA Service 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 VITA Service 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 VITA Service Desk services as they have all along.

**What if I have more questions?**

If you want to know more about the VITA Service Desk, its role in Transformation, or its role in the Enterprise Incident Management System, please send your question to [questions@vita.virginia.gov](mailto: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 VITA Service 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](http://www.vita.virginia.gov/itpartnership).