

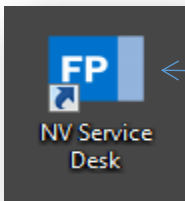
NVCC IT Service Desk

The NVCC IT Service Desk should be contacted for assistance (incidents, problems, questions, etc.) and IT services (e.g. Email, Internet, Banner, Client Security, websites, etc.). Whenever the IT Service Desk is contacted via email or phone, a ticket will be created in the IT Service Desk. The IT Service Desk is the application that will record and track all service incidents and requests. Upon the creation of a ticket, an email will be sent out to the individual requesting support with the details of the opened ticket.

Sending an E-mail

Please follow these steps when sending an email to the NVCC IT Service Desk:

- 1) Send an email to NV-ServiceDesk@nv.edu. This can be done quickly by using the NV Service Desk link located on your desktop.
- 2) Provide a summary of the problem in the subject line and fill out the other fields. Provide an alternate contact if submitting a ticket on behalf of another party.



Use this icon located on your desktop to quickly submit a Service Desk Ticket.

The screenshot shows an email client interface with the following fields and content:

- To...:** NV-ServiceDesk
- Cc...:** (empty)
- Bcc...:** (empty)
- Subject:** Problem accessing certain Internet sites
- Body:** Naugatuck Valley Community College Service Desk. Please fill out all information below before submitting a ticket.
- Form Fields:**
 - Device Name:** NVE604X8092W
 - Location of Device:** E604
 - Description:** Hi, I am having problems accessing ct.edu and commnet.edu Can someone please assist me? Thanks!
 - Alternate Contact Name:** (If Necessary)
 - Alternate Contact Location:** (If Necessary)

Enter a summary of the problem in the subject line.

Enter device name, location and a description of the problem here.

- 3) Provide details about the problem in the body of the email. Include information that will be

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useful for solving the problem. Include the name of your computer, error messages and printer name if necessary. You may also include screenshots or other attachments. Please do not send passwords in your email.

Ticket Information

Upon the creation of a ticket, you will get an automated response that will let you know your ticket was received. Here is an example of what the email will look like:

Request - Problems accessing certain Internet sites ISSUE=61 PROJ=34

 NV Service Desk [NV-ServiceDesk@nv.edu]
Tuesday, April 02, 2013 3:34 PM

To: Office365-Test, NVCC (Student)

When replying, type your text above this line.

Email Notification from NV Service Desk
Dear NVCC,

Thank you for contacting the NVCC IT Service Desk.

We would like to confirm that we have received your request, assigned it a Ticket Number, and routed it to the Service Desk team that can assist you. We will address your Ticket as soon as possible. You will receive subsequent emails from us with status updates or if we need any additional information from you. To provide additional information regarding your ticket, please reply to this email, typing your new information at the top of the email message area.

Best regards,
NV Service Desk

The status of this ticket is **Request**. An Agent will be assigned to your Ticket as soon as possible.

Full Ticket Description

Entered on 04/02/2013 at 15:34:02 EDT (GMT-0400) by nvcc-0386-9999@mail.ct.edu:
Hi, I am having problems accessing ct.edu and my.comnnet.edu

My computer name is NVE604X8092W

Can someone please assist me?

Thanks!

Ticket Information

Your Ticket Reference Number is:	61
Subject of Ticket:	Problems accessing certain Internet sites
Your Ticket was last updated on:	04/02/2013 15:34:02

Contact Information

Name:	NVCC Office365-Test
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Callouts:

- The ticket name uses the email subject
- Any details you wrote in the body of the email are in this section. An Agent will provide details as your ticket progresses towards resolution.
- Ticket reference information is listed here
- Your contact information is shown here. Anyone who is CC'd initially or later on in the ticket will be listed here.

Status Changes

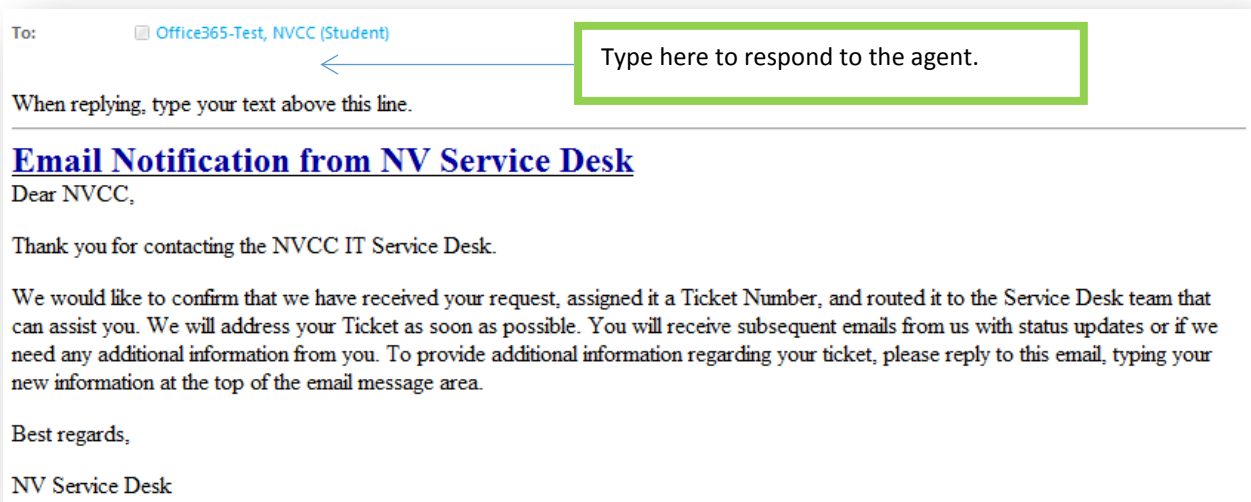
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When a support services agent works on your ticket, you will see emails to indicate the following changes in status:

- Request Received after you submit a ticket
- Assigned Received after your ticket is assigned to an Agent
- Agent Responded Received when an Agent replies to a ticket
- Pending Customer Received when the agent is waiting for feedback from you
- Pending Vendor Received when the agent is waiting for a third party to respond.
- Resolved Received when your ticket has been resolved

Updating a Ticket

By typing at the top of these emails you can respond to the Agent. This is especially important if you are troubleshooting a problem.



The screenshot shows an email interface. At the top, the 'To:' field contains 'Office365-Test, NVCC (Student)'. A blue arrow points from a green-bordered text box containing the text 'Type here to respond to the agent.' to the left of the 'To:' field. Below this, the text reads 'When replying, type your text above this line.' The main body of the email begins with the subject line '**Email Notification from NV Service Desk**', followed by 'Dear NVCC,' and 'Thank you for contacting the NVCC IT Service Desk.' The body text continues: 'We would like to confirm that we have received your request, assigned it a Ticket Number, and routed it to the Service Desk team that can assist you. We will address your Ticket as soon as possible. You will receive subsequent emails from us with status updates or if we need any additional information from you. To provide additional information regarding your ticket, please reply to this email, typing your new information at the top of the email message area.' The email concludes with 'Best regards,' and 'NV Service Desk'.

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Closing a Ticket

Once your ticket has been resolved it will automatically close after two business days. Below is an example of the communication from an Agent you might see when the ticket is resolved.

Email Notification from NV Service Desk

Thank you for contacting the NVCC IT Service Desk. To provide additional information regarding your ticket, please reply to this email, typing your new information at the top of the email message area.

The status of this ticket is ***Resolved***. There is no need to reply or update this ticket unless you feel this issue is not resolved. The status of this ticket will automatically be set to Closed if it is not responded to within 2 business days.

Full Ticket Description

Entered on 04/02/2013 at 11:17:40 EDT (GMT-0400) by Nephtali Villanueva:

This is now resolved..

Entered on 04/02/2013 at 11:13:33 EDT (GMT-0400) by nvcc-o386-9999@mail.ct.edu:

Pending customer email came through sucessfully.

Entered on 04/02/2013 at 11:07:55 EDT (GMT-0400) by Nephtali Villanueva:

Work in progress email did not come through. Testing pending customer next.

Entered on 04/02/2013 at 10:53:02 EDT (GMT-0400) by Nephtali Villanueva:

Work in progress...

Entered on 04/02/2013 at 10:38:17 EDT (GMT-0400) by Nephtali Villanueva:

Only a test..

Entered on 04/02/2013 at 10:32:29 EDT (GMT-0400) by nvcc-o386-9999@mail.ct.edu:

Test no 2 from the Office 365 test account.

Ticket Information

Your Ticket Reference Number is: [55](#)
Subject of Ticket: [Test - From Office 365](#)
Your Ticket was last updated on: [04/02/2013 11:17:40](#)

Contact Information

Name: [NVCC Office365-Test](#)