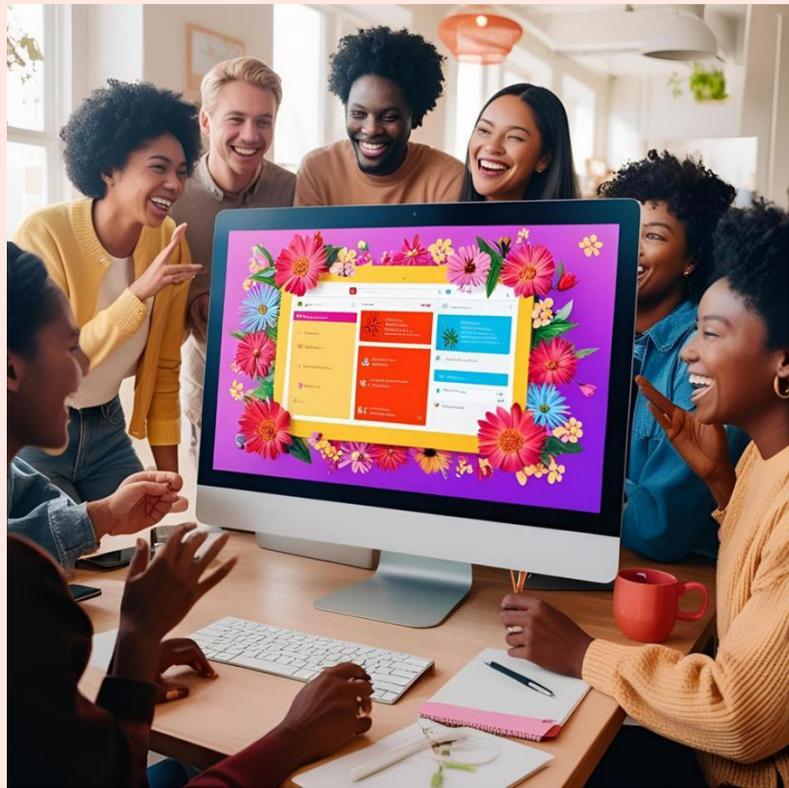


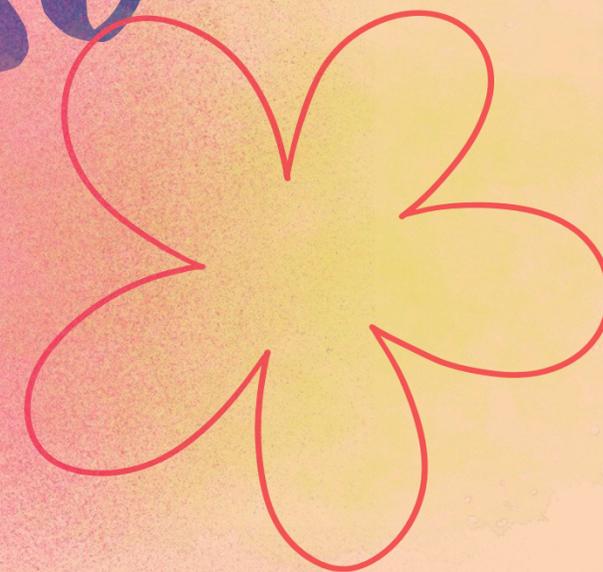
Tech in Full Bloom: Nurturing Innovation for Tomorrow's IT Support



*VDSS Technology Services Division (TSD)
BPRO Spring Conference 2025*



First Things First



PLEASE SHARE.....

Your Name (optional: pronouns)

Your Job Role

A fact that no one else in this room would know about you



Learning Objectives (Bloom ~AND~ Grow Flowers of Knowledge)



Consulting before submission of ticket and understanding what supporting documentation is needed if submission is needed



Identifying the multiple channels to submit a VCCC ticket i.e., VITA Self Service Portal; email or phone.



Understanding the valuable use of the VITA Self Service Portal and its serviceable new features



Exploration of Service Desk Enhancements and Innovations

The Blooming Begins...

Every innovation starts as a seed--an idea





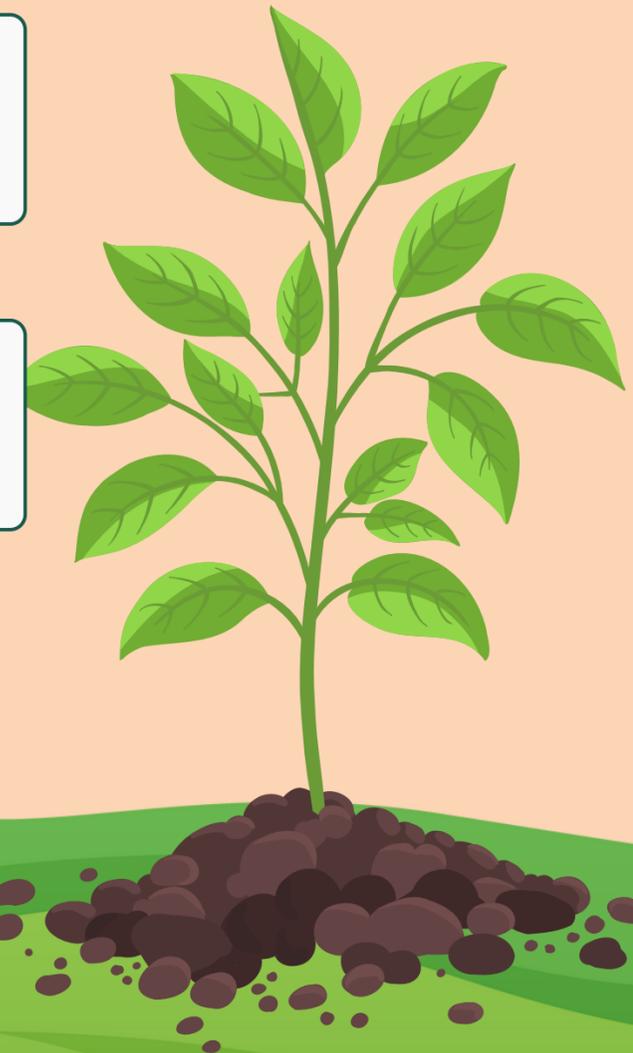
Roots of Innovation - Establishing a strong Foundation



Importance of strong Infrastructure...networks...secure systems



Foundational partnerships between TSD and LDSS, i.e., ITOC (Information Technology Operations Committee)





Tech in Full Bloom

Nurturing innovation for tomorrow's IT support

Prior to submitting a ticket



Call on your SUPPORT TEAM!

Prior to submitting a ticket, workers must consult with Supervisor and Regional Practice Consultant to review the case and policy. If ticket needs to be submitted complete the required template.

[VCCC Help Desk Ticket Template](#)



Three ways to submit a ticket

Please note the Self-Service Portal is considered the most efficient

Online via the Self-Service Portal

<https://vccc.vita.virginia.gov>



Email

VCCC@vita.virginia.gov



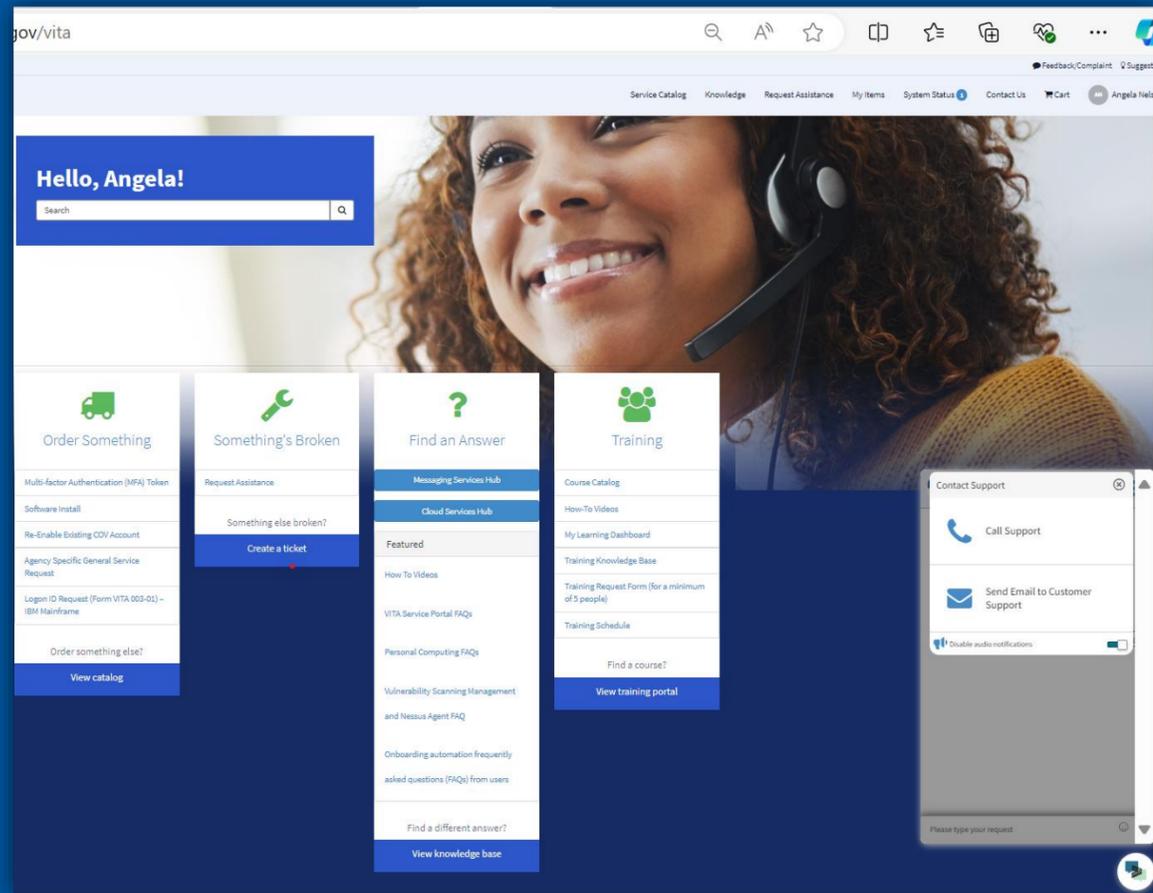
Call

VITA at 1 (866)637-8482





VITA SELF SERVICE PORTAL- A Deeper Look



VITA Self Service Portal - <https://vccc.vita.virginia.gov>

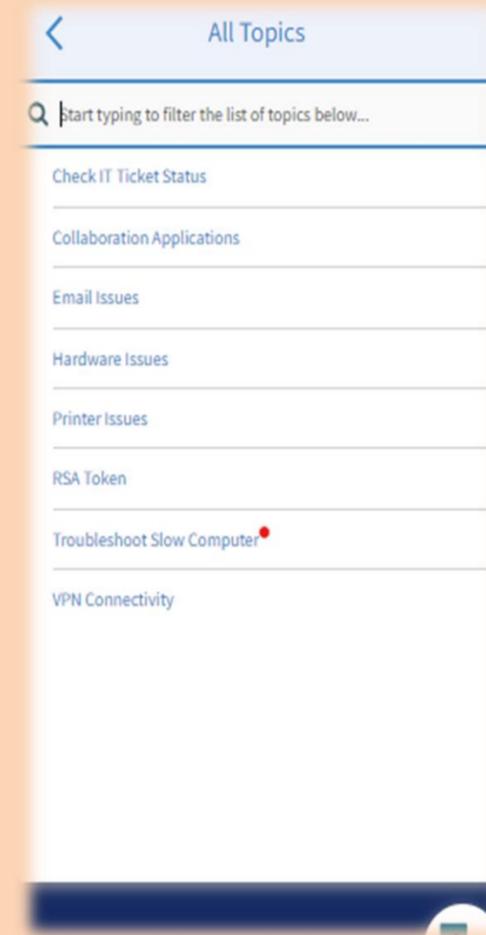
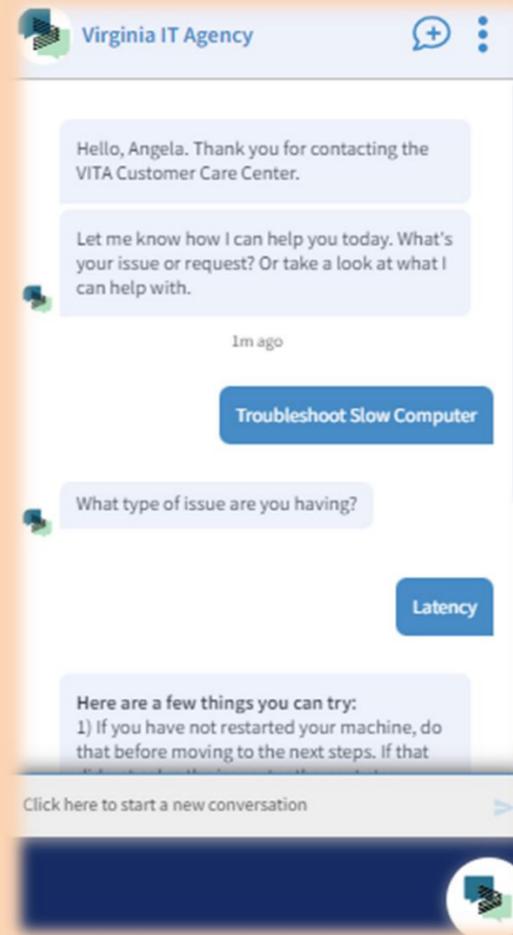
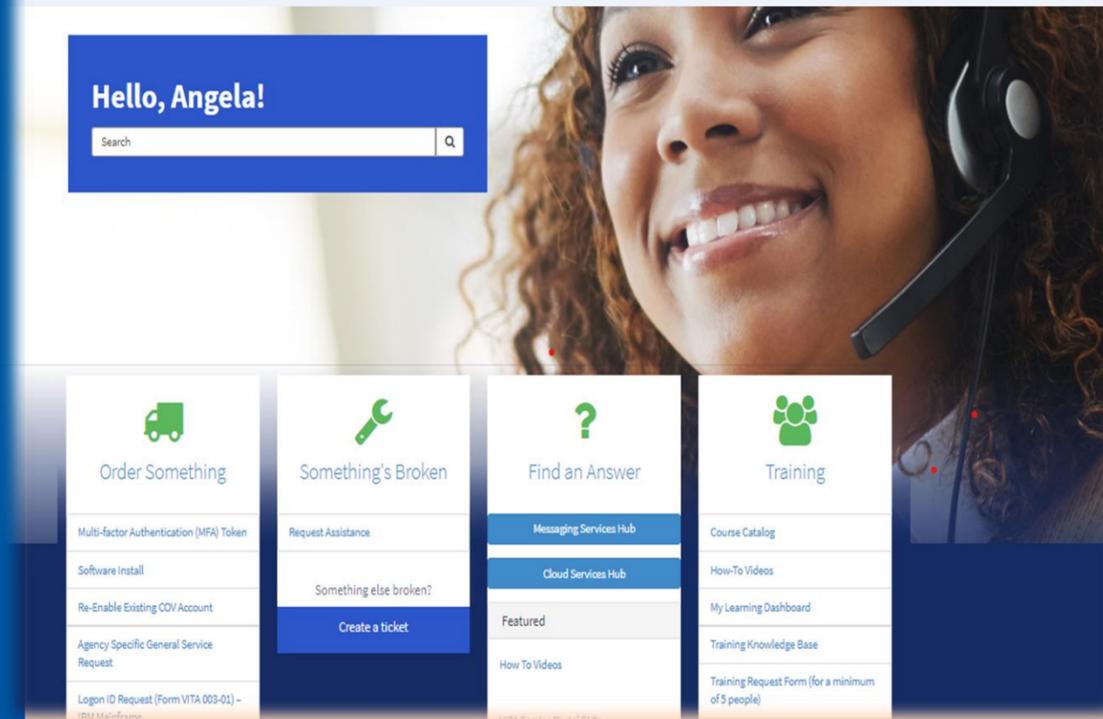
- The self-service portal can be accessed using your COV credentials
- The portal is designed as a “1-Stop Shop” for ticket submission
- Within the portal, users can check for real-time updates on the progress of their incident.
- Supporting documentation such as templates and screenshots can be attached directly to your incident.

VITA Self Service Portal – Virtual Agent now available in the VITA Service Portal

Virtual agent can be accessed through the service portal, in the bottom right corner. There you will find a chat bubble, as shown below. In the chat, you will input your request in plain English and answer the appropriate questions the Virtual agent provides.

Please note: the Virtual agent option is not recommended for those with visual impairment.

Services available such as: Check IT Ticket status, Collaboration applications, Email issues, Hardware issues, Printer issues, RSA Token, VPN connectivity, Troubleshoot slow computer, etc.



VITA Self Service Portal- VaCMS Service Catalog....New feature

Note: If your incident is critical, please contact the VITA service desk immediately at (866) 637-8482.

*Requester
Angela Nelson

Impact
4 - End User

*Issue type
-- None --
DSS - Virginia Case Management Systems (VaCMS)
Break Fix - Computer pc
Break Fix - Printer
Break Fix - Software
Break Fix - Messaging
Break Fix - Network failure

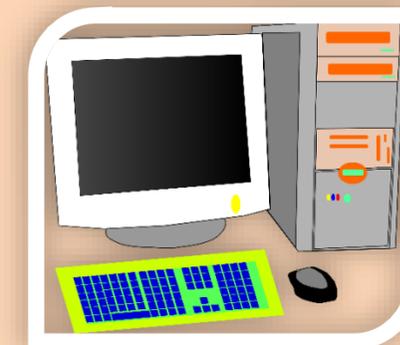
Add attachments

- When- selecting DSS- Virginia Case Management Systems (VaCMS) option, the questionnaire will now prepopulate to ensure all mandatory information is included prior to ticket submission.
- Completion of mandatory fields will result in a quicker resolution turnaround!



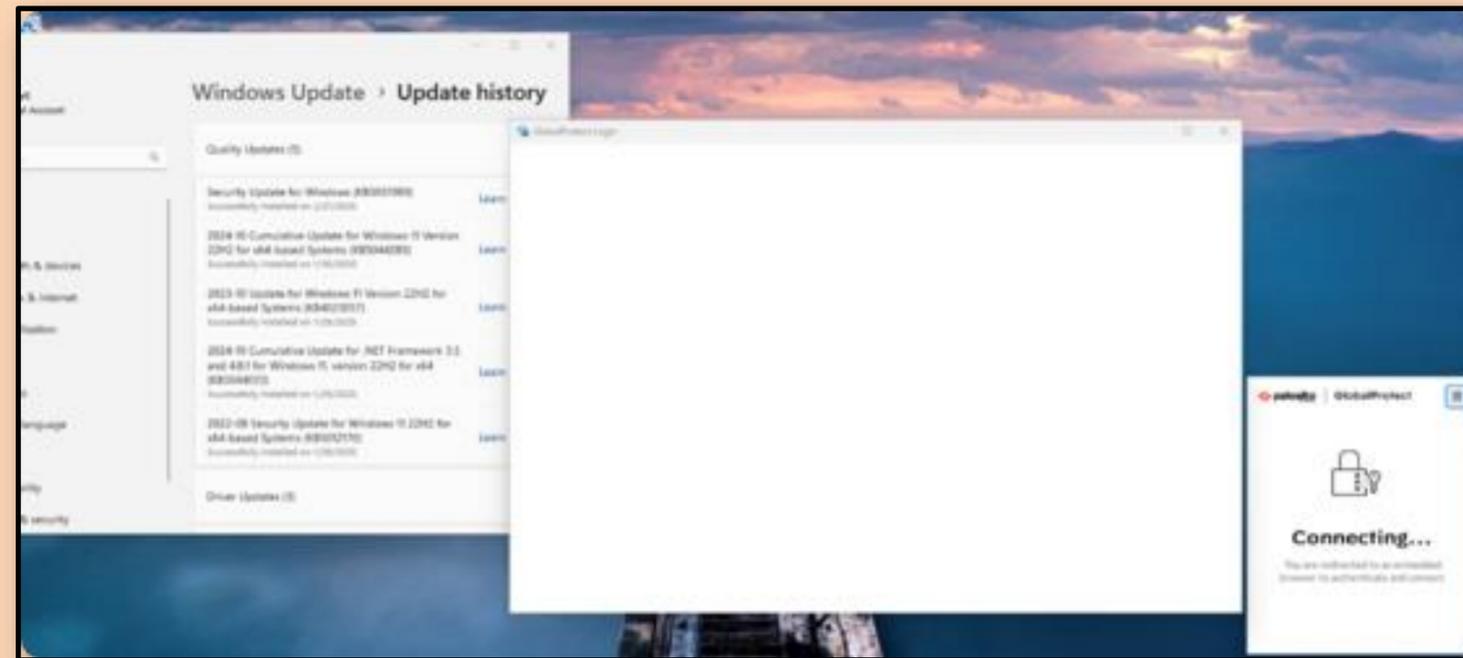
SUPPORT UPDATES

- PRISMA GLOBAL PROTECT TO REPLACE CISCO ANYCONNECT (STILL IN PROGRESS)
 - VITA continues to work with DSS, VDH, and VCE on transitioning from Cisco AnyConnect to Prisma Global Protect for VPN services. Moving to this tool will provide improved security and administration.
 - Our Fusion Link with FAQs and instructions is located at:
 - <https://fusion.dss.virginia.gov/dis/IT-Services/Technical-Support/Global-Protect>
 - Additional challenges will still require some staff to continue using Cisco AnyConnect until further notice. Those challenges are:
 - Conduent EPPIC EBT/ECC Users to remain on Cisco AnyConnect
 - Share Site COV Users to remain on Cisco AnyConnect
 - NOTE: For Sites that DO NOT REQUIRE ACCESS TO EPPIC, Prisma is available for use now
 - Open Issue: We are also tracking a recent VITA change that has impacted some Agency Prisma users. The agency has posted a broadcast to recommend staff utilize Cisco AnyConnect until the issue has been resolved



KNOWN ISSUE WITH MICROSOFT PATCH AND GLOBALPROTECT

- A recent update for the Microsoft operating system (OS) has resulted in a known issue for some users. When connecting to the GlobalProtect virtual private network (VPN), the browser that allows login may appear to be blank, as shown below



- Manually resizing the window will allow the login portal to display properly. For a demonstration on how to resize this window, please watch [this video](#).



SUPPORT UPDATES



- **MMIS PASSWORD RESETS**
 - You can now reset your Medicaid Management Information System (MMIS) password through the DSS Service Desk hotline. To initiate this request, please contact the VITA Customer Care Center (VCCC) at 866-637-8482
- **NETWORK DRIVE CLEANUP**
 - We are nearing maximum capacity of our storage for the W: drive mappings (<\\vaultcelerra\workgroup>)
 - It is critical that all Divisions in Home Office and individual staff review the current files that are stored on their respective W: drive folders, especially any older and/or very large files, and determine if they can be removed or archived to an offline location. Removing or archiving files not actively being used will help to free up as much space as possible. All files are backed up and can be recovered if necessary
 - DSS Technical Teams are working alternative solutions with VITA to implement a solution to archive data. More communications will be shared as this effort moves forward in the coming weeks
- **Windows 11 23H2 UPGRADE**
 - Having PCs on overnight instead of only during the day will help greatly



CLOUD STORAGE

- Maximize your digital workflow efficiency with cloud storage solutions like OneDrive and SharePoint, tailored to meet the unique needs of specific users and locations. For customized advice and additional information, please contact us at servicedesk@dss.virginia.gov



When to engage the Service Desk/TSD Support **ANYTIME – We're here to Help!**

Escalation Request Procedures

- **If there is a request for escalation, the Service Desk will first acknowledge and respond to the customer that they are looking into the escalation request**
- **After acknowledgement, the Service Desk will look at the ticket that escalation is being requested for to determine if an escalation has already been requested, if it is closed, or if the ticket has any relevant notes that need to be communicated back to the customer**
- **The Service Desk Manager will then confirm all details in the ticket one last time before escalating with the respective queue manager**
- **If it was determined that an escalation will not take place, the Service Desk will need to directly contact the customer via phone or email and explain the reason why**
833-377-6672, servicedesk@dss.virginia.gov
- ***The Service Desk provides automation in monitoring and faster recovery of all major agency application systems***



DSS SERVICE DESK

- LDAP Password Reset Tool

- [HTTPS://SAMLDAPRESET.DSS.VIRGINIA.GOV/MYPASSWORDWEB/](https://samldapreset.dss.virginia.gov/mypasswordweb/)

- PATCHES/UPDATES FOR REMOTE STAFF

- Log into the VPN / Global Protect each week

- Stay logged in for at least 4 consecutive hours to receive system updates

- BROADCASTS

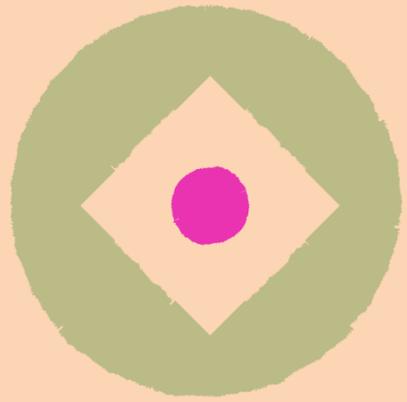
- Stay up to date on critical alerts and updates. Sign up for Fusion Broadcast alerts at:

- [HTTPS://FUSION.DSS.VIRGINIA.GOV/BROADCASTS](https://fusion.dss.virginia.gov/broadcasts)

- COME CHECK US OUT

- [HTTPS://FUSION.DSS.VIRGINIA.GOV/SERVICE-DESK](https://fusion.dss.virginia.gov/service-desk)





BLOOMING POWER 🌸 🌸 🌸 FAMILY FEUD-TSD EDITION

Test the real growth of the blooming flower.....





Our sincerest gratitude for your role in the overall effort of VDSS for superior customer service to the citizens of VA and we appreciate your partnership!!!