Rappahannock Community College IT Help Desk Service Level Agreement

Customers

RCC Students, Faculty, and Staff

Mission

The mission of the IT Help Desk is to provide frontline technical support to all students, faculty, and staff, for the technology infrastructure in place at Rappahannock Community College. Our team of highly trained, customer-oriented technicians is committed to resolving the technology issues affecting all employees and students, and providing detailed resolutions and general system information.

Services Provided

The IT Help Desk provides for technical assistance to all our campus customers. Our team handles everything from access and password issues, to application and hardware failures. Some systems for which we gladly provide technical assistance include, but are not limited to: Email, AIS, Acrobat, eVA, Excel, PowerPoint, SharePoint, Panopto, Blackboard, SIS, HRMS.

Our web site provides a number of self-help documents and important links to guide you. Please refer to our webpage, helpdesk, for help guides and FAQs.   This page also contains the help desk contact for ease in submitting your help desk requests.

Please note: Password issues cannot be resolved via chat or email. A phone call is required.

Service Goals

Our goal is to achieve 100% customer satisfaction on every reported incident. To that end, our responsiveness goals are as follows:

- Initial response to incident received in 1 hour
- 66% of reported incidents resolved on initial contact
- 80% of reported incidents resolved within 8 hours
- 90% of Incidents for transfer to supporting departments or vendors identified during initial call

Hours of Operation

Our IT help desk is manned during the week, Monday through Friday, 8:30-5:00 via telephone. We also support our online portal 24 hours a day and attempt to respond to all helpdesk tickets within 24 hours of the request, even during inclement weather conditions.

Contact Information

You may contact the IT Help Desk via: phone, email, or chat.
Web Site: helpdesk
Local Phone: 804-333-8676
Email RCCHelp@rappahannock.edu

Location

IT Help Desk
Warsaw Campus Room 158
Glenns Campus room 155