![CDC Connects logo]

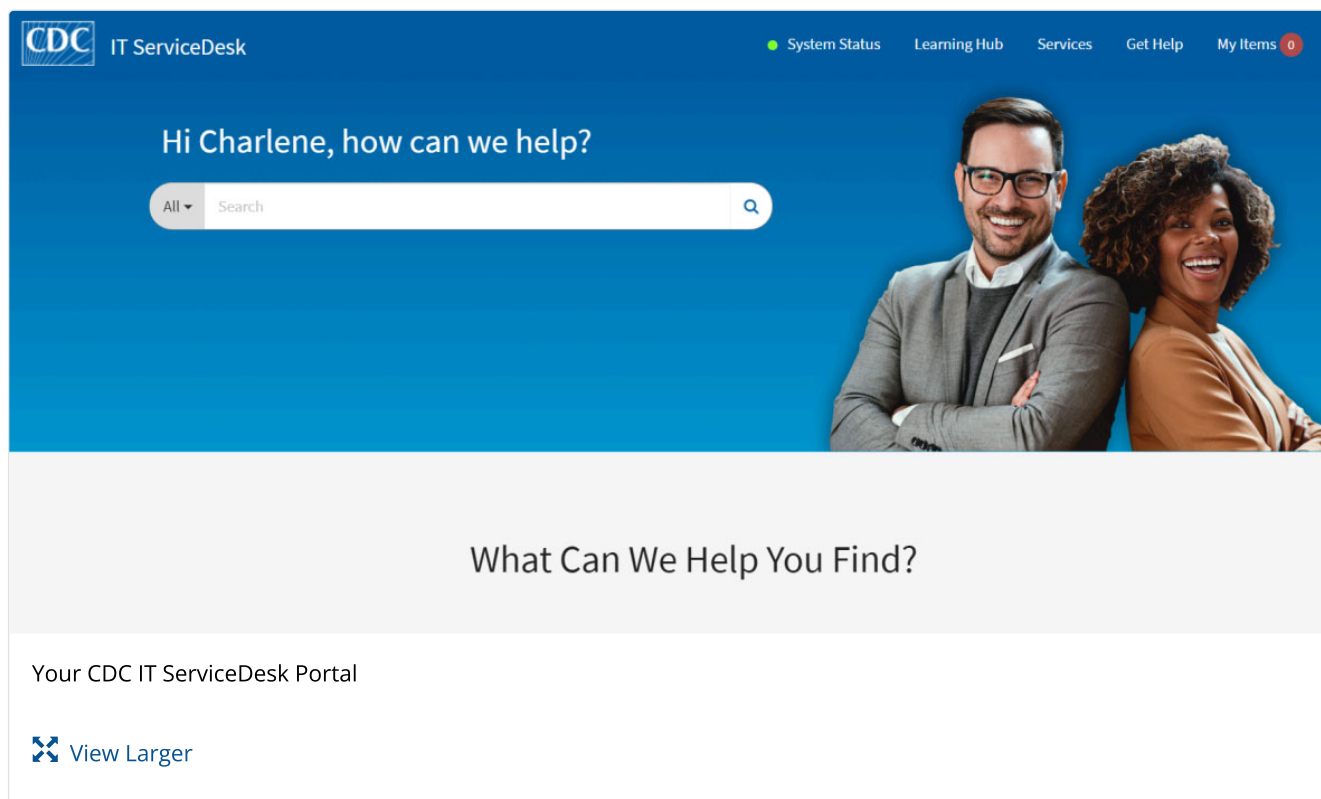## CDC Connects

IT ServiceDesk Meets Your Technology Needs

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May 24, 2023

Posted In: Features

Your CDC IT ServiceDesk Portal

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Since the **CDC IT ServiceDesk** launched last summer, thousands have accessed it to request IT (information technology) services and report issues from a mobile device or the CDC network. CDC staff are using the ServiceDesk's latest features, including chat, callback, and online help, to get IT answers. As IT is vital to our work, the Office of Chief Information Officer (OCIO) works quickly to solve and close the almost **900** tickets opened daily by CDC staff.

We're also collecting your feedback on our efforts, using nearly **400** customer surveys completed each month to improve our services. These efforts are paying off, as indicated by a recent increase in positive responses related to people's IT ServiceDesk experience.

Karen Law, Grants Specialist in the Office of Financial Resources, said, "As a new employee, I'm impressed with the quality of service, ease of requesting help via the ServiceDesk app, and the quick turnaround with which I receive IT assistance."

Colleen Flaherty, OCIO Customer Engagement Office Director, said, "I am so happy that CDC staff are having a positive experience with the ServiceDesk, and that it is intuitive and helpful when they have an IT request! The teams are working hard to continuously improve the IT ServiceDesk and leverage the power of this cloud-based platform. We are grateful for all the feedback and appreciate all the suggestions we receive."

Since July 2022, we've tracked over **40,000** ServiceDesk searches by CDC staff. The search function allows you to find instant answers to your IT questions. The ServiceDesk uses that search information to enrich and inform the database questions to improve search results for everyone.

Below are popular search topics that are linked to helpful articles:

- New user requests
- Network printer connections
- Smart card maintenance
- Network password resets
- Multi-Factor Authentication
- Multi-User Share Tool
- Security Awareness Training

To suggest other search topics and see what we've added, check out our learning hub. The new IT ServiceDesk system, and the valuable feedback we gain from CDC staff on each ticket, enable our technicians to continually improve and maintain effective IT support, helping you do your job and carry out CDC's vital public health mission.

CDC IT ServiceDesk allows you to:

- Connect your request to appropriate experts more quickly when you use the Service Catalog to select from over 105 services.
- Submit a ticket or find a self-help solution, even if you can't connect to the CDC network.
- Find outage information more easily.
- Track your ticket status online.
- Find solutions with an improved search function, recent searches, and FAQs.

This *CDC Connects* Feature Story by OCIO Communications Team

CDC Connects Story Manager: Charlene Adhiambo (contractor, GDIT)
CDC Connects welcomes**:**

- Feedback
- Story Ideas
- Connecting Conversations Ideas
- Retirements

Comments

💬 Share Your Thoughts

We invite you to share your thoughts in a way that encourages conversation and community. If comments do not conform to the CDC Connects Comment Policy, the comment moderation team reserves the right not to post the comment.

Disclaimer: The opinions expressed in staff comments are those of the authors and do not represent the official positions of CDC, the US Department of Health and Human Services, or the federal government.

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