



CDC Connects

New CDC IT ServiceDesk Coming Soon

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The new ServiceDesk provides a more modern and intuitive experience, with tailored information for quick answers.

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Work moves quickly, and an IT issue can slow us down. In just a few weeks, a new CDC IT ServiceDesk will give you one-click access to request hardware and software, track your requests, and get support with a more intuitive, easy-to-use online portal.

The new CDC IT ServiceDesk will allow you to:

- Have your request reach the right experts more quickly.
- Find self-help guidance with an improved search function, recent searches, and FAQs.
- Access the IT ServiceDesk to submit a ticket or find a self-help solution, even if you cannot connect to the CDC network.

- Find [IT service](#) outage information more easily.
- Track your ticket status online.

Your favorite features from the current system—chat, callback, and online service requests—will remain available.

To help with the transition, OCIO is offering live orientation sessions via Microsoft Teams to introduce staff to the new CDC IT ServiceDesk, share its many resources, demonstrate how to create and track service requests quickly, and answer your questions.

Visit the [CDC IT ServiceDesk Orientation Sessions page](#) to register for an upcoming session. For convenience, a recording of one of the sessions will also be available.

Thank you to all who have provided input about the new CDC IT ServiceDesk and participated in our customer experience sessions to help guide the new design.

This *In a Snapshot* by Cliff Johnson

CDC Connects Story Manager: Faye McDonald Smith

CDC Connects welcomes:

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Comments

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