



Virgin Islands Department of
EDUCATION

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To: All VIDE Stakeholders

From: Clinton Stapleton, Ph.D., Instructional Technology Director

Subject: IT Support and Communication Plan - eHelpdesk

Date: July 17, 2013

Dear VIDE Stakeholder:

Your assistance is required in using the Virgin Islands Department of Education (VIDE) online eHelpdesk system <http://www.vide.vi/pages/portals-151> as the official source for requesting technical assistance for **all** (email, phone, PD, Promethean, PowerSchool, Plato, computer, etc.) technology related issues.

Your support and assistance in doing so will help clarify how to request technology assistance and who is responsible for delivering technology support and services. In order to facilitate quality assurance and control needed to improve customer service, you will be asked to complete a short customer satisfaction survey each time a technician closes a support or service ticket. This survey feature will be activated starting Thursday, July 18, 2013.

Thank you in advance for your contribution in facilitating our ongoing efforts to provide solutions, assessment and a planning process for improving technology access and customer services!