



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

The Fabric of Technology: How Tech Weaves Us Together for Customer Success

CUSTOMER SUCCESS TEAM < BUSINESS OPERATIONS < SERVICE DESK



ICEBREAKER....

I KNOW I.T. USED TO DO NICE THINGS FOR YOU, BUT WHAT HAVE THEY DONE FOR YOU LATELY?



The Fabric of Technology

01. Content
02. Customer Success Team
03. Purpose
04. Core Objective
05. Service & Communication Channels
06. Triage & Service Request Management
07. Performance Metrics & Reporting

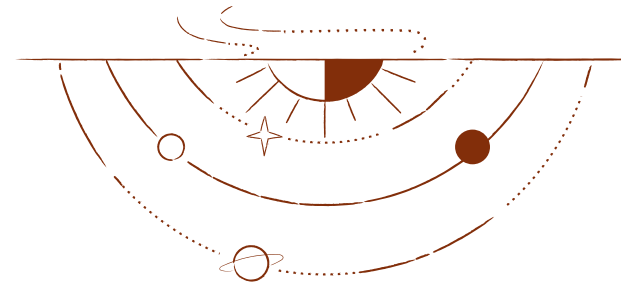
Just as threads interlace to create a strong fabric, the Technology Services Division and Business Operations will reveal how innovation, integration, and collaboration redefine service delivery in Technology for Customer Success





Customer Success Team

We proactively partner with VDSS portfolios and stakeholders to fully leverage Information Technology, enabling essential support, improved outcomes, and positive impact for all Virginians.





CST is the strategic link between Technology Services and VDSS portfolios.



Empowers partners to maximize IT value



Aligns initiatives with agency priorities



Drives transformational results through proactive engagement and a customer-focused culture

CST Purpose



Core Objectives



Strategic
Partnership &
Engagement

Customer
Advocacy

Operational
Excellence

Proactive
Communication

Continuous
Feedback &
Improvement



Centralized Ticketing System:

All requests, issues, feedback



Knowledge Base/Portal:

Self-service documentation and FAQs



Email, Chat, and ITOC

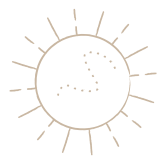
Urgent, Real-time and Dynamic support



Customer Success:

Accomplished

Service & Communication Channels



TRIAGE & SERVICE REQUEST MANAGEMENT



Intake & Categorization: Log and collect info



Prioritization: Based on urgency and impact



Routing: Assign or escalate as needed



Follow-Up & Closure: Status updates, resolution summary, satisfaction surveys

PERFORMANCE METRICS & REPORTING



Dashboards: Real-time volume, resolution, satisfaction



Monthly & Quarterly Reviews: Analyze outcomes, recalibrate strategies



Continuous Improvement: Regular enhancements based on feedback

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



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](#)

TICKET ESCALATIONS

- » 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*

High Priority Business Escalations

- Always consult with your RPC
- **Immediate Business Impact:** The issue directly affects critical operations, key clients, or revenue-generating activities and requires urgent resolution.
- **Executive / Leadership Visibility:** Escalation is prioritized for senior management awareness to ensure faster decision-making and resource allocation.

**EMERGENCY
USE ONLY**

What is OneDrive



- » Personal cloud storage
- » Syncs across devices
- » Integrated with Microsoft 365
- » Secure and backed up



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



What is a Shared Drive?



On-premises or mapped drive



Requires VPN when remote



Can't easily sync across devices



Prone to access and version control issues

OneDrive Advantages



Access files anywhere – desktop, web, mobile



Automatic backup and version history



Easy sharing with internal and external users



Real-time collaboration in Word, Excel, etc.



Sync files for offline access



Secure with encryption and MFA (Okta Verify)

Shared Drive Limitations



✘ Tied to office network



✘ No auto-sync or mobile access



✘ Difficult to manage permissions



✘ No real-time collaboration



✘ Manual backups

When to Use OneDrive



**Storing your personal
work files**



**Sharing documents
with individuals or
teams**



**Collaborating in real-
time**



Working remotely



**Accessing files from
different devices**

When to Use Shared Drive



**Department-wide file
repositories**



**Shared access to static
resources**



**Systems that depend
on mapped drive paths**

How to Start Using OneDrive

1

1. Sign in at office.com with your work email

2

2. Click on the OneDrive icon

3

3. Upload files or create new ones

4

4. Share using the “Share” button

5

5. Sync to your PC using the desktop app

OneDrive Tips & Best Practices

- » **Keep your files organized in folders**
- » **Use descriptive names for shared documents**
- » **Set appropriate sharing permissions**
- » **Review version history before restoring**
- » **Don't store confidential data unless approved**



When to engage the Service Desk/TSD Support ANYTIME – Tech Help Is Just A Click Away!

Password Resets (MMIS, Ldap, Eppic/EBT, iApecs)

Printer Problems

Software Support (Outlook, Teams, & More)

Hardware Hiccups (Computers, Monitors, and Accessories)

Internet and Network Issues

New device setup and training

....And any tech mystery you throw our way!

How to Reach Us:

Email: servicedesk@dss.virginia.gov

Phone: 833-377-6672

Hours of Operation:

Monday-Friday 8:00 AM – 5:00 PM

VITA After Hours Support

Call 866-637-8482

DSS SERVICE DESK

» LDAP PASSWORD RESET TOOL

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

» 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

» 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)

SUPPORT UPDATES

» MS365 MESSAGING MIGRATION HUB (COV ACCOUNT HOLDERS)

- Training, videos, FAQs, and other amazing information on MS365 products can be found at:
 - **Microsoft Messaging Hub:** messaging.vita.virginia.gov | [Messaging Migration Hub](#)
 - **Fusion Microsoft Migration:** <https://fusion.dss.virginia.gov/microsoft/>
- Microsoft 365 includes Outlook, SharePoint, Teams, One Drive, Forms and other Microsoft applications, as well as online versions of the Office productivity suite
- Microsoft 365 works with Office 2016 and Office 365 in both the desktop and online versions
- **Shared Support Email Accounts**
 - Local agency shared accounts will continue using the messaging services provided by your local IT Services organization
 - Shared Support COV account holders (**emails ending in @dss.virginia.gov**) have access to Office Online, Microsoft 365, and Copilot via: [Login | Microsoft 365 Copilot](#)

What is Microsoft Copilot Chat?

- » AI-powered assistant in the Commonwealth of Virginia (COV) Microsoft 365 tenant
- » Supports research, drafting, summarizing, analyzing data, idea generation
- » Users can upload files for guidance
- » No access to OneDrive, files, calendar, SharePoint, Teams chats, or email

Copilot Chat vs. Microsoft 365 Copilot

- » **Copilot Chat:**
 - Conversational AI assistant
 - Does NOT access organizational data automatically
- » **Microsoft 365 Copilot (separate paid service):**
 - Integrated into Word, Excel, Teams, Outlook
 - Uses emails, files, chats & meetings
 - Includes analytics & SharePoint advanced management

Data Security

- » Runs entirely within VITA's secure Microsoft 365 environment
- » Data stays within COV tenant
- » Not used to train Microsoft models
- » Meets M365 privacy & compliance standards

Data Sharing

- » Prompts & responses cannot be shared across users
- » Sharing outside scope requires additional Microsoft services

How Copilot Chat Helps

- » Research information quickly
- » Draft or summarize documents/presentations/spreadsheets
- » Generate ideas & basic task planning
- » Boost productivity & reduce admin workload



Access to Content

- » Cannot read emails/files/messages automatically
- » Users must manually upload or paste information

Deployment

- » Rollout planned for August 2025 across executive branch agencies

SUPPORT UPDATES

» PRISMA GLOBAL PROTECT STILL IN THE WORKS TO REPLACE CISCO ANYCONNECT

- The agency continues working with VITA on transitioning from Cisco AnyConnect to Prisma Global Protect for VPN services
- Our Fusion Link with FAQs and instructions is located at:
 - <https://fusion.dss.virginia.gov/dis/IT-Services/Technical-Support/Global-Protect>
- There are some additional challenges that will require some staff to continue to use 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

SUPPORT UPDATES

» VITA SCHEDULED MAINTENANCE – ALL AGENCIES

- The DSS Service Center will be posting broadcasts to alert users of scheduled Commonwealth VITA Maintenance for the Production Environment
 - Production occurs monthly to implement updates, patches, and restart servers as necessary
- The next production patching will occur: **Sunday November 9th, from 3am – 1pm**
 - Intermittent availability of all DSS enterprise applications should be expected throughout the maintenance window

DSS SERVICE DESK

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Okta Fastpass is Mandatory.....

- » The SMS option is going away for security reasons. If users do not feel comfortable adding Okta... Verify to their device, they have the option to install Okta Verify for desktop. Directions are provided for COV and non COV users.

Questions.....

- » Assuming Cardinal use is impacted, what are the instructions for non-COV users to move to approved MFA authentication methods?
According to the instructions, OKTA Verify is the recommended method.
- » Non-COV users will need to migrate to an authorized method Okta Verify for Mobile or Okta Verify for Desktop
- » Okta Verify with push notifications is mentioned extensively. Will all three (Push, TOTP, and biometric) authentication options be available for users of Okta Verify?
All Okta Verify options will remain available
- » Numerous users are already using Google Authenticator (and similar) TOTP generation apps with Okta. How long will this MFA option continue to be supported? Should those users be encouraged to move the COV Okta MFA to Okta Verify immediately?
Users should be encouraged to migrate to Okta Verify where possible, however we have not targeted the removal of Google Authenticator as an option that would be removed anytime soon and will remain in place at a minimum of 6 months, but likely beyond that to a year or more. Please note that Google Authenticator TOTP codes can be replicated to multiple devices and users may not be aware their TOTP codes have been compromised.
- » Since our users are not connected to the COV network, they will not be able to use the 'Okta FastPass and will only be able to use 'Okta Verify'. What about our users that do not have access to a mobile phone in their work environment, or like me, have an older phone that may not be compatible with the Okta Verify app?
Okta Verify is supported on android, iOS, macOS and Windows, but if those options are still not compatible with the users' device, then alternatively there is the YubiKey option, but that does come at its own cost. If there are other secure authenticators that are of interest to agencies, I welcome that feedback for further evaluation.



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Questions/Discussion

Q. A.



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