

Subject: Unveiling Our New Service Desk Application – Enhancing Support for the SDCCD Community
Date: Friday, June 2, 2023 at 11:38:38 AM Pacific Daylight Time
From: Peter Maharaj
To: Peter Maharaj, Gregory Smith
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Dear Esteemed Staff and Faculty of SDCCD,
I hope you are doing well and staying in the spirit of service that defines our remarkable institution.

I want to acknowledge and appreciate your incredible dedication and commitment to our students and community. Your perseverance, hard work, and unwavering spirit of learning have transformed countless students' lives and contributed significantly to San Diego/California's growth and development. We understand and respect that a considerable number of faculty members are currently not present owing to the summer recess period. As such, we are committed to ensuring that this message reaches everyone in our faculty. To that end, we will disseminate this communication again at the commencement of the fall semester to guarantee that all faculty members are appropriately apprised.

As we strive to improve our services continuously, it gives me immense pleasure to announce the upcoming launch of our new **Service Desk Application**. This state-of-the-art system meets your needs and provides efficient and effective support.

Mark your calendars - the official launch is slated for Monday, June 5th, 2023. A notable feature of this new application is the innovative chat functionality. This feature will allow requestors to connect directly with an agent, expediting problem resolution and fostering a seamless communication channel.

- SDCCD Service Desk: <https://help.sdccd.edu/>

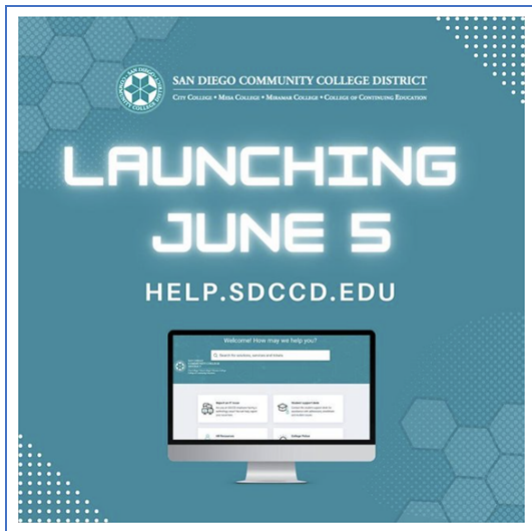
We have re-engineered our workflows to bring efficiency, accuracy, and clarity to our processes. We understand that clear expectations lead to better results, and with this in mind, we have defined service level agreements that ensure a robust and comprehensive set of services catered to our community.

Our focus has been to improve upon existing foundations while ushering in a new era of excellence in service delivery. This upgrade is not just about a new application; it's about a **commitment to being better, doing better, and serving better**.

As we prepare to launch this application, I am reminded of the essence of the **One San Diego IT initiative** - a belief that our actions here create waves of change throughout San Diego. With this launch, we continue to uphold this initiative, demonstrating our continuous pursuit of improvement and innovation.

This summer, we are embracing new beginnings and opportunities. We are excited to see these enhancements' positive impact on our daily operations, student success, and overall community interaction.

We are always grateful for your dedication and unwavering commitment to serving our community. This step forward is possible because of you – our dedicated staff and faculty who make SDCCD the amazing institution it is.



- <https://www.sdccd.edu/about/departments-and-offices/communications-and-public-relations/newscenter/articles/2023/service-desk-launch.aspx>

Thank you for your continual service and dedication.

Sincerely,
Peter.

Dr. Peter Maharaj
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Need Technical Support? Contact the Help Desk at ithelp@sdccd.edu or call **619-388-7000**.

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