



**Eastern Shore Community College (ESCC)**  
**Information Technology Services**  
**Service Level Agreement: [Desktop Support](#)**

**Customers**

ESCC faculty, staff, administrators, and students.

**Mission**

Eastern Shore Community College, Information Technology Services (ITS), provides technical support, assistance, troubleshooting, repair, installation, and maintenance of software, hardware, and peripherals for the college.

**Locations**

Eastern Shore Community College  
29300 Lankford Highway, Melfa, VA 23410

**Contact**

Help Desk, [ithelpdesk@es.vccs.edu](mailto:ithelpdesk@es.vccs.edu)  
Telephone: 757-789-1771 or 757-789-1788

**Services Covered**

All Eastern Shore Community College owned/managed desktop, notebook, and mobile devices.

**Service Goals**

- Respond and resolve all support requests in a timely manner.

**Hours of Support**

Monday-Thursday,	8 am to 9 pm
Friday	8 am to 5 pm

**Environments Supported**

Eastern Shore Community College owned/managed desktop, notebook, and mobile devices.

**Service Metrics**

Complete all user requests in a timely manner.  
Customers will receive a support questionnaire when case is closed.