Attention VBA Customers,

The VA OIT National Service Desk (NSD) is coming to the Cleveland Regional Office.

Why: To put industry recognized best practices in place and standardize IT service across the VA.

When: Starting on December 9, 2014 you will call the National Service Desk to request IT support.

Who: All staff supported by the OIT Region 5 Cleveland IT staff.

How: You will call the **NSD at 855 NSD HELP (855-673-4357**), option 3 for VBA support, to report system outages, software failures, incidents, and to request information technology services. You may submit non-urgent requests by emailing "National Service Desk - VBA" ITSC@va.gov .

When you contact the NSD, they will create a ticket in the NSD's Service Desk Manager tool to track your request. The NSD is able to directly handle password resets for your Windows logon, your common security password for VBA applications, and many other basic IT services. All other tickets will be resolved by the Cleveland IT staff, just as they do today.