

# Facilities Service Desk Support Process

## Supplies Order Fulfillment - Facilities & Maintenance Assistance Non-Computer Maintenance Support

The SJVC Service Desk System - FSDS, is a powerful software tool that gives all of us the opportunity to send many of our daily requests for services and supplies to a centralized database system where each request is assigned a job ticket number that is monitored and processed for fulfillment by the campus Facilities Manager.

Unlike regular email requests, once an FSDS ticket is generated, it can never be canceled, deleted or erased. When fulfillment action has been taken to satisfy a request ticket, it will then be closed and the person who made the original request is sent a confirming email notification.

Here are a few examples of everyday questions that are great for the Facilities Service Desk Support Program.

1. *A night instructor needs whiteboard supplies or copy paper.*
2. *Reporting maintenance issues, i.e., burned out light bulbs, or a broken chair.*
3. *Student in need of a textbook for class.*

When initiating a request, there is no need to log on to a website. The system requires only that you send your requests to your campus **e-mail Queue address** listed below instead of e-mailing your Facility Manager's personal e-mail address.

Service Desk Facilities Support E-Mail Addresses By Location	
Location	Email Address
Corp-Caldwell	<a href="mailto:CAOCaldwellFacilities@sjvc.edu">CAOCaldwellFacilities@sjvc.edu</a>
Corp-Mission Oaks	<a href="mailto:CAOMissionOaksFacilities@sjvc.edu">CAOMissionOaksFacilities@sjvc.edu</a>
Visalia campus	<a href="mailto:VisaliaFacilities@sjvc.edu">VisaliaFacilities@sjvc.edu</a>
Bakersfield campus	<a href="mailto:Bakersfieldfacilities@sjvc.edu">Bakersfieldfacilities@sjvc.edu</a>
Fresno campus	<a href="mailto:FresnoFacilities@sjvc.edu">FresnoFacilities@sjvc.edu</a>
Aviation campus	<a href="mailto:AviationFacilities@sjvc.edu">AviationFacilities@sjvc.edu</a>
Ontario campus	<a href="mailto:OntarioFacilities@sjvc.edu">OntarioFacilities@sjvc.edu</a>
Modesto campus	<a href="mailto:ModestoFacilities@sjvc.edu">ModestoFacilities@sjvc.edu</a>
Rancho Cordova Campus	<a href="mailto:RanchoCordovaFacilities@sjvc.edu">RanchoCordovaFacilities@sjvc.edu</a>
Hanford campus	<a href="mailto:HanfordFacilities@sjvc.edu">HanfordFacilities@sjvc.edu</a>
Hesperia campus	<a href="mailto:HesperiaFacilities@sjvc.edu">HesperiaFacilities@sjvc.edu</a>
Temecula campus	<a href="mailto:TemeculaFacilities@sjvc.edu">TemeculaFacilities@sjvc.edu</a>
Lancaster campus	<a href="mailto:LancasterFacilities@sjvc.edu">LancasterFacilities@sjvc.edu</a>
Chula Vista campus	<a href="mailto:SanDiegoFacilities@sjvc.edu">SanDiegoFacilities@sjvc.edu</a>
Madera campus	<a href="mailto:MaderaFacilities@sjvc.edu">MaderaFacilities@sjvc.edu</a>
Corona Call Center	<a href="mailto:CallCenterFacilities@sjvc.edu">CallCenterFacilities@sjvc.edu</a>