

How to contact the Help Desk:



The IssueTrak trouble ticket system is the preferred method to contact the Help Desk at SVCC. This system allows us to respond quickly to problems, while giving us a reliable method of tracking the progress of solving your issue. It can be found on the web at:

<http://southside.issuetrak.com>.

Or

Email the Alberta Help Desk at:
support@southside.edu

Email the Keyville Help Desk at:
dan.support@southside.edu

Or

Call the Alberta Help Desk at:
434-949-1078

Call the Keyville Help Desk at:
434-736-2041

Or

Walk-in: Alberta, Room C-17G

Walk-in: Keyville, Room 25



- Jack Ancell, Dean of Information Services**
434-949-1066
- Chad Wollenberg, Senior Network Engineer**
434-949-1033
- Lydia Ramsey, Network Administrator,
Keyville Campus**
434-736-2083
- Aaron Chandler, Information Specialist,
Keyville Campus**
434-736-2042
- Marysue Lewis, Network Administrator,
Alberta Campus**
434-949-1098
- Linda Allen, Information Specialist,
Alberta Campus**
434-949-1098

On the web at www.southside.edu/IT



**Information Technology
Client Services**

Connecting you to the world!



**Southside Virginia Community College
Information Technology Client Services**

Help Desk

**Keyville Campus 434-736-2041 Rm. 25
Alberta Campus 434-949-1078 Rm. C-17G**



SVCC Information Technology Acceptable Use Guidelines

As a user of Southside Virginia Community College's local and shared computer systems, I understand and agree to abide by the following acceptable use agreement terms. These terms govern my access to and use of the information technology applications, services and resources of the College and the information they generate. The College has granted access to me as a necessary privilege in order to perform authorized job functions at the institution where I am currently employed. I will not knowingly permit use of my entrusted access control mechanism for any purposes other than those required to perform authorized employment functions. These include logon identification, password, workstation identification, user identification, file protection keys or, production read or write keys.

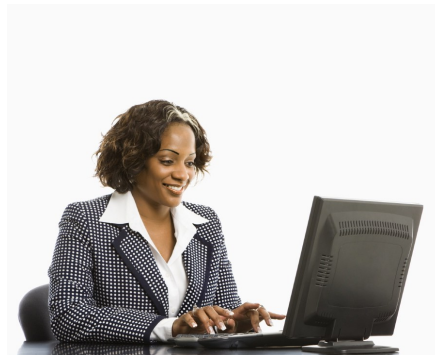
I will not disclose information concerning any access control mechanism unless properly authorized to do so by my employer. I will not use any access mechanism that the College has not expressly assigned to me. I will treat all information maintained on the College's computer systems as strictly confidential and will not release information to any unauthorized person.

I agree to abide by all applicable state, federal, VCCS, and college policies, procedures and standards that relate to the [VCCS Information Security Standard](#) and the [VCCS Information Technology Acceptable Use Standard](#). I will follow all the security procedures of the College's computer systems and protect the data contained therein.

If I observe any incidents of non-compliance with the terms of this agreement, I am responsible for reporting them to the Information Security Officer and management of my Institution.

I understand that the VCCS Information Security Office, or appropriate designated college officials, reserve the right without notice to limit or restrict any individual's access and to inspect, remove or otherwise alter any data, file, or system resource that may undermine the authorized use of any VCCS or college IT resources.

I understand that it is my responsibility to read and abide by this agreement, even if I do not agree with it. If I have any questions about the College's Information Technology Acceptable Use Agreement, I understand that I need to contact my immediate supervisor, the local Human Resource Officer, or appropriate college official for clarification.



Rules in a Nutshell

- Users are not permitted local admin rights on their machine
- Passwords must be changed every 90 days and meet a complexity level requirement
- A screen saver lockout must be invoked within 30 minutes of no activity on a computer
- Be extremely careful when opening any email attachment
- Please do not download any files or software from the World Wide Web
- Never give anyone your username and/or password to the network

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