A single point of contact for technical issues keeps you up and running.

ITS Service Desk

Internal Services Department

FEATURES

24/7 technical support
Assistance with technical issues, software questions and network support 365 days a year.

Problem resolution
Get issues solved quickly with a single point of contact for all IT services and get instant status updates on your service ticket.

Fast self-service assistance
Utilize self-guided instructions to manage accounts and reset passwords.

ISD's IT Service Desk provides 24-hour a day technical support for County customers, giving you a single point of contact to report system outages, resolve technical issues and request new services.

Our Service Desk staff ensure service tickets have the information needed to quickly resolve your technical issue and get you back online. Follow-up emails confirm that problems are resolved to your satisfaction. IT Service Desk capabilities include:

- 24/7 technical support, 365 days a year
- Password and account management
- Access to desktop, applications, network and other support services
- Assurance of completed service ticket for quick resolution
- Escalation and customer notification

ITS SERVICE DESK BENEFITS

SINGLE POINT OF CONTACT FOR INCIDENT REPORTING
One phone call helps you pinpoint technical issues and get them quickly resolved, keeping downtime to a minimum.

OWNERSHIP OF EVERY INCIDENT THROUGH RESOLUTION
Customer Assistance staff take ownership of technical issues, following up with service staff to ensure every problem is resolved.

INSTANT STATUS ON OUTAGES AND SYSTEM CHANGES
Our Service Management Portal lets you dynamically see the status of your service ticket and incident history and informs you of upcoming scheduled system outages or changes.

CENTRALIZED SERVICE MANAGEMENT SYSTEM
Shop for IT services and submit requests for new service in a responsive online catalog.

TO ORDER SERVICES OR GET MORE INFORMATION | 562.940.3305 | MYSELFSERVICE@isd.lacounty.gov