



*VCCS Client Services – Business Process Document*  
Business Process: Hours of Operation

Narrative:

VCCS Client Services will have support staff on site from 7:30AM to 5:30PM daily Monday through Friday. Support staff will be on standby for emergency situations only during the evening from 5:30PM to 7:30AM Monday through Friday and during weekends via telephone (804-423-6757).

Customers may submit issues via the VCCS Issue Tracking System twenty-four by seven.

Customers submitting issues that are of a critical nature during the evening and weekend hours should first submit the issue via the Issue Tracking System, and then notify Client Services by telephone to report the criticality of the issue.

Client Services will then contact appropriate staff to resolve the issue.