



VCCS Client Services – Business Process Document
Business Process: Submission of Critical Issues

Narrative:

Clients submitting issues that are of a critical nature outside the normal business hours of Client Services should first submit the issue via the Issue Tracking System, and then contact Client Services by telephone to report the criticality of the issue.

Client Services will gather the pertinent information and contact appropriate staff to resolve the issue.

The normal business hours for VCCS Client Services will be 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.

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