



Welcome to the Army Enterprise Service Desk!



MISSION

The mission of the Army Enterprise Service Desk (AESD) is to provide a single point of contact (1-866-335-ARMY) for Information Technology (IT) service requests, incidents, problems, and changes in support of the Army Global Network Enterprise Construct (GNEC).

VALUE-ADDED SERVICE

- End-users receive *centralized* IT services, regardless of their location.
- IT service requests, incidents, problems, and changes are handled in a *consistent* manner.
- The end-user is *empowered* to take action and track problem resolution with a single point of contact.
- The Army gains *transparency* into IT service needs and cost drivers.

SERVICE-ORIENTED

The AESD provides **24x7x365** *consistent, standardized, and portable service* to the end-user through a *single point of contact*. 1-866-335-ARMY, **regardless of their physical location!**

BASIC END-USER PROCESS:

- 1) Call **1-866-335-ARMY** to speak with an AESD agent.
- 2) Phone menu asks a series of questions to determine where to route their call
- 3) The agent will resolve if possible the users issue or create a ticket for the caller and ensure that the ticket is routed to the correct group for resolution.
- 4) Users receive e-mail notifications on ticket status (opened, changed, closed).



1-866-335-ARMY

(1-866-335-2769)

