

SDAS Reporting a VLC Issue

- Once a suspected defect is found in the VLC, contact the SDAS Supervisor to formulate a plan for illustrating the issue and showing due diligence in troubleshooting.
- Once it is determined that SDAS is confident it is a defect, prepare screenshots and reports to fully document the issue.
- Write an impact statement that fully reports who, what, when, where, why, and how.
- Report the issue with the documentation to the DHRM Help Desk via the VLC Login Screen
- Prepare email with documentation and send it to the VDSS LMS Administrator (Bill Craighead), CC SDAS Supervisor, and AT Hamilton
- Document the CVLC Issue on the VLC Issue Sheet in SharePoint [Virginia Learning Center Issues with Impact Statements.docx \(sharepoint.com\)](#)
- The SDAS Supervisor will assess and either forward to Patrick and Cal with an impact statement