

OKLAHOMA STATE UNIVERSITY INSTITUTE OF TECHNOLOGY
POLICY & PROCEDURES LETTER

<p>Technical Support Requests</p>	<p>6-008 INFORMATION TECHNOLOGIES July 2009</p>
--	--

PURPOSE

The Technical Support Requests policy's purpose is to inform the user community about the procedures and requirements for obtaining technical support for computing resources on the Oklahoma State University Institute of Technology campus and/or network.

SCOPE

This policy applies to all computing resources hosted or supported by Oklahoma State University Institute of Technology. This excludes personal computers of students living in campus housing.

POLICY

- 1.01 All technical support requests should be routed through the Computer & Information Services (CIS) Help Desk.
- 1.02 Requests should be made in writing (via email or print), in person, or by phone.

PROCEDURES

2.01 Guidelines for Making a Request

Requests in writing should be directed to the Help Desk via campus mail or email. Requests in person should be given to the Help Desk operator. Requests by phone should be directed to the Help Desk phone number. Requests should include the following information:

- Name, department, office location and telephone extension of user who is requesting technical support
- Description of the problem with as much detail as possible, including verbiage of any error messages or warnings received
- Location of the equipment needing service
- Urgency of the request
- Any other information that could help expedite the technical support

Approved: February 2006
Revised: July 2009