

OSU INSTITUTE OF TECHNOLOGY
POLICY & PROCEDURES

Technical Support Requests

**6-008
TECHNOLOGY SERVICES
December 2019**

PURPOSE

This policy is to inform the user community about the procedures and requirements for obtaining technical support for technology resources on the OSU Institute of Technology (OSUIT) campus or network.

SCOPE

This policy applies to all technology resources owned, hosted or supported by OSUIT. Technology Services (TS) does not provide hardware or software installation support on technology not pre-approved by Technology Service or on personally-owned technology. Residential Life personnel provide support to students in the dorms with their personally-owned technology.

POLICY

- 1.01 All technical support requests must be routed through the Technology Service Desk.
- 1.02 Requests should be made by email, the Service Desk web portal, or phone, as posted on the OSUIT website.

PROCEDURES

2.01 Guidelines for Making a Request

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
Revised: April 2013
Revised: July 2016
Revised: December 2019