

Student Affairs IT Services Protocol and Service Request Procedures

Level 1 Requests:

Individual staff should first contact the Help Desk at 826-HELP (4357); if the Help Desk is unable to offer assistance, then contact Student Affairs IT Services directly at 826-3373 or e-mail satech@humboldt.edu. [If staff prefers to contact Student Affairs IT Services first, there may be a delay in response because of competing Student Affairs' priorities.] Please provide as much detail about the specific request, problem or trouble as possible. Level 1 requests include but are not limited to:

- **Quick help questions** (e.g., general help, application specific questions or how-to questions, and who to call for computer related information – Telecomm. installations, bulk email requests, and student lab information/open hours etc.)
- **Computer Problems/Troubleshooting** (e.g., E-mail/Eudora, Meeting Maker and Banner issues, printing problems, central server systems and Internet/network access and status.)
**After hours and weekend system status information is available at 826-LINK (5465).

Level 2 Requests:

These requests need to be submitted to the department's office manager or computer liaison for submission to the Student Affairs ITC. **ALL** requests must be submitted in writing, via e-mail or memorandum, and prior to **two weeks** before desired date of completion or as soon as possible, with appropriate details, such as office location of computer, name of staff member(s), including all appropriate personnel information to complete request, and desired date of completion etc. Types of Level 2 requests include:

- **New computer and hardware/software quotes, assessment, purchase assistance and installations:** Gateway/Apple quotes, printers, scanners, flat screen monitors, software licenses (Adobe, FileMaker Pro etc.) Please complete on-line form at: http://studentaffairs.humboldt.edu/saits/technology_purchase_request.php
- **Program and application research, evaluations and installations** (i.e., Will program run on my computer?)
- **Short and moderate-term projects:** Updates to existing web sites; Student Lab/Local Area Network (LAN) design, implementation, and management; BANNER support services evaluation and integration with stand-alone databases (e.g. Access); and miscellaneous consulting services and projects. (e.g. systems analysis, work flow, and automation of manual tasks)
- **New employee computer setup, HSU account setup and orientation:** Computer access setup, e-mail, Meeting Maker, Banner, and web (Sorrel) account access, and department/Majordomo email list serves
- **BANNER account requests, permission changes and training/navigation coordination:** Please complete on-line form for all Banner requests at: http://studentaffairs.humboldt.edu/saits/banner_account_request.php

Level 3 Requests

Currently, only new web site development (Internet/Intranet*) and stand-alone database consulting (Access/FileMaker Pro) are offered as Level 3 projects. Please contact Matt Koelling at x3373 to request a consultation. *Internet/Intranet: Internet strategies refers to posting of information to your intended audience both inside and outside of the department or campus; Intranet strategies refers to using the Internet for department specific work to be utilized by only department staff (e.g., using the Internet to

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register student information on-line and storing the information in a database that is only Web accessible).

Date: 11/6/04