SR Problem/Sub Category
and Staff Referral

Category Name	Sub Categories	Staff Referral (Assigned by InfoSys Service Desk)
A. Accounts	A. Email A. Mail List A. Remote Access	**Email Coordinator** (Library customers)
A. Accounts	A. Servers/Validation	**ACS** (for non-Library customers) **SANS** (Library customers) **Info Support** (ROHAN & MORIA supported customers only)
A. Accounts	A. Security A. Systems Admin (Server Level)	**ACS** (for non-Library customers) **SANS** (Library customers) **TI** (Library and Academic customers)
B. Eval/Purchase	B. Computer System B. Computing Service/Contract B. Parts/Upgrade B. Peripheral B. Software Package	**Tech Support** (Library customers - Primarily for all Buys) *Other Units are primarily for Research and Test actions involving their areas* **ACS** (non-Library customers) **Operations** **PAC Support** **SANS** **TI** **SCC**
C. Facilities	C. Presentation Room C. Smart Classroom	**SCC** (BATS Classroom COLAs78 - Smart Classroom for supported customers) **SANS** (LA-76 & 78 - Smart Classroom for supported customers) **SANS** (LL-430 & 431, LA-4450 - Presentation Room for supported customers)

Category Name	Sub Categories	Staff Referral (Assigned by InfoSys Service Desk)
D. Hardware	D. **Board/Card/Etc** D. **CPU** D. **External Drive** D. **Input Device** D. **Internal Drive** D. **Monitor** D. **Other Peripheral** D. **Printer** D. **Scanner** D. **Server System** D. **UPS/Power Supply** D. **Server System** D. **Workstation System**	**ACS** (All associated sub-categories for non-Library customers) **SANS** (Library customers) **SCC** (All associated sub-categories for SCC customers) **TI** (specifically for **D. Server Systems**)
E. Information	E. **Handout** E. **Html/PDF Development** E. **Internal Document** E. **Inventory** E. **News** E. **Question/Referral**	**Info Support (**Primary on all associated sub-categories for supported customers) *Other Units are primarily for Change actions involving Library customers:* **Operations** (Inventory - only)
F. Library Other	F. **Backup Services** F. **CD-ROM Copy** F. **Cleaning-Hardware** F. **Digital/Scanning Services** F. **Laptop Checkout**	**ACS** (All associated sub-categories except Laptop Checkout for non-Library customers) **Info Support** (CD-ROM Copy & Digital/Scaning Services for supported customers) **Operations** (Laptop Checkout & CD-ROM Copy only for Library customers) **SANS** (Cleaning-Hardware & Backup Services for Library customers) **SCC** (All associated sub-categories except Backup Services and Laptop Checkout for SCC customers)

Category Name	Sub Categories	Staff Referral (Assigned by InfoSys Service Desk)
G. Library Services	G. **Ariel/Illiad** G. **DB/Menu Service** G. **ECR Client/Server** G. **ECR Printing** G. **ECR Public Use** G. **ECR Scanning** G. **Infodome Service** G. **Lfolks/wiki Service** G. **OCLC** G. **Odyssey/Illiad** G. **Pac System** G. **Pac Terminal Server** G. **Pac-Pub Login** G. **Pac-Tech Login** G. **RSS** G. **Web Pac** G. **Web Transfer**	**Info Support** (DB/Menu for Web Applications and Web Transfer for INFODOME customers) **PAC Support** (All PAC, and WebPAC for supported customers) **TI** (DB/Menu for Web Applications, all ECR, Infodome Service, Lfolks/wiki Service, OCLC, Odyssey/Illiad, RSS)
H. Library Software	**Supported Software listed as H. sub category choices**	**ACS** (All associated sub-categories for non-Library customers) **SANS** (Library customers) **SCC** (All associated sub-categories for SCC customers) **Info Support** (Meeting Maker & AdAstra for Library customers [other software on case by case])
I. Network Access	I. **Cabling** I. **Data Connection** I. **Modem** I. **Network Card** I. **Network Software** I. **PACnet**	**ACS** (All associated sub-categories except PACnet for non-Library customers) **SANS** (Library customers) **SCC** (All associated sub-categories except PACnet for SCC customers)
J. Networked Printing	J. **Netport** J. **Networked Printer** J. **Pqueue** J. **Pserver Station** J. **Wedge**	**ACS** (All associated sub-categories for non-Library customers) **SANS** (Library customers) **SCC** (All associated sub-categories for SCC customers)

Category Name	Sub Categories	Staff Referral (Assigned by InfoSys Service Desk)
K. Programming	K. Circ Services Devel K. Db/Menu Devel K. Infodome Devel K. Lfolks/Wiki Devel K. SCC Services Devel K. Server Apps Devel	TI (Library and non-Library customers)
L. Reservations	L. Presentation Room L. Smart Classroom	Info Support (Presentation Room for supported customers)
M. Special Projects	M. User Requested	ACS (for non-Library customers) For Library customers Info Support Operations PAC Support SANS TI SCC
N. Training	N. Coaching	Info Support (Supported customers)