

## Standard Service Request Choice Combinations

Problem Category	Sub Category	Service Type	Possible Actions	OS or Option	Problem Description
A. Accounts	A. Email	Software	Add, Delete, Modify	UNIX	Related to Faculty/Staff Email Validation (i.e. account and password) services that are kept on UNIX servers. <b>Note: Provided for Library customers only.</b>
A. Accounts	A. Mail List	Software	Add, Delete, Modify	UNIX	Related to Faculty/Staff Mail List services that are kept on UNIX servers. <b>Note: Provided for Library customers only.</b>
A. Accounts	A. Remote Access	Software	Add, Delete, Modify	UNIX	Related to Faculty/Staff remote access services problems that are handled by UNIX servers/network firewall. <b>Note: Provided for Library customers only.</b>
A. Accounts	A. Security	Software	Add, Delete, Modify	Netware, UNIX	Related to security measures taken on any Faculty/Staff workstations, software, or their access requested by management
A. Accounts	A. Servers/ Validation	Software	Add, Delete, Modify	Netware, UNIX	Related to Login Validation (i.e. account and password) services on a file server (NT or Netware) or campus mainframe (UNIX). <b>Note: Provided for supported customers.</b>
A. Accounts	A. System Admin	Software	Add, Delete, Modify	Netware, UNIX	Related to Directories and User Rights on a file server (NT or Netware) or campus mainframe (UNIX). <b>Note: Provided for supported customers.</b>
B. Eval/Purchase	B. Computer System	Hardware	Research, Test, Buy	WIN, MAC, UNIX	Related to a workstation or server system (even if it is just a CPU). <b>Note: "Buy" Action is provided for Library customers only.</b>

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<b>B. Eval/Purchase</b>	<b>B. Computing Service/Contract</b>	<b>Software</b>	Research, Test, Buy	WIN, MAC, UNIX	Related to a computing service (new or upgrade - i.e. ECR/ERES, Ezproxy, Printer Repair Depot) or contract. <b>Note: "Buy" Action is provided for Library customers only.</b>
<b>B. Eval/Purchase</b>	<b>B. Parts/Upgrade</b>	<b>Hardware</b>	Research, Test, Buy	WIN, MAC, UNIX	Related to like or upgraded replacement parts that do not constitute one complete workstation or server system. <b>Note: "Buy" Action is provided for Library customers only.</b>
<b>B. Eval/Purchase</b>	<b>B. Peripheral</b>	<b>Hardware</b>	Research, Test, Buy	WIN, MAC, UNIX	Related to an add-on (new or upgrade) to a complete workstation or server system (i.e. printer, Raid array, projection system,. <b>Note: "Buy" Action is provided for Library customers only.</b>
<b>B. Eval/Purchase</b>	<b>B. Software Package</b>	<b>Software</b>	Research, Test, Buy	WIN, MAC, UNIX	Related to a computer software package (new or upgrade). <b>Note: "Buy" Action is provided for Library customers only.</b>
<b>C. Facilities</b>	<b>C. Presentation Room</b>	<b>Hardware</b>	Install, Repair, Upgrade	WIN, MAC	Related to a presentation room ( <b>i.e. LL-430, LL-431, LA-4450</b> ) where a physical piece(s) of hardware is involved -- Installing something new, repairing the existing items, or upgrading existing items to a new item. <b>See Problem Category - Reservations.</b> <b>Note: Provided for supported customers. Be sure the SR indicates which room.</b>
<b>C. Facilities</b>	<b>C. Presentation Room</b>	<b>Software</b>	Install, Configuration, Upgrade	WIN, MAC	Related to a presentation room ( <b>i.e. LL-430, LL-431, LA-4450</b> ) where a software package and/or icon(s) are involved -- Installing something new, configuring the existing items, or upgrading existing items to a new version. <b>See Problem Category</b>

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					- <b>Reservations.</b> Note: Provided for supported customers. Be sure the SR indicates which room.
C. Facilities	C. Presentation Room	Network	Repair	WIN, MAC	Related to a presentation room (i.e. <b>LL-430, LL-431, LA-4450</b> ) where network access to networked services has been interrupted or stopped (i.e. can't locate server message). See <b>Problem Category - Reservations.</b> Note: Provided for supported customers. Be sure the SR indicates which room.
C. Facilities	C. Presentation Room	Combo	Configuration, Install, Repair, Upgrade	WIN, MAC	Related to a presentation room (i.e. <b>LL-430, LL-431, LA-4450</b> ) where a combination of any two (hardware, software, or network) issues are involved. See <b>Problem Category - Reservations.</b> Note: Provided for supported customers. Be sure the SR indicates which room.
C. Facilities	C. Smart Classroom	Hardware	Install, Repair, Upgrade	WIN, MAC	Related to a computer lab (i.e. <b>LA-76, LA-78</b> ) where a physical piece(s) of hardware is involved -- Installing something new, repairing the existing items, or upgrading existing items to a new item. Note: Provided for supported customers. Be sure the SR indicates which room.
C. Facilities	C. Smart Classroom	Software	Install, Configuration, Upgrade	WIN, MAC	Related to a computer lab (i.e. <b>LA-76, LA-78</b> ) where a software package and/or icon(s) are involved -- Installing something new, configuring the existing items, or upgrading existing items to a new version. Note: Provided for supported customers. Be sure the SR indicates which room.

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C. Facilities	C. Smart Classroom	Network	Repair	WIN, MAC	Related to a computer lab (i.e. LA-76, LA-78) where network access to networked services has been interrupted or stopped (i.e. can't locate server message). <b>Note: Provided for supported customers. Be sure the SR indicates which room.</b>
C. Facilities	C. Smart Classroom	Combo	Configuration, Install, Repair, Upgrade	WIN, MAC	Related to a computer lab (i.e. LA-76, LA-78) where a combination of any two (hardware, software, or network) issues are involved). <b>Note: Provided for supported customers. Be sure the SR indicates which room.</b>
D. Hardware	D. Board/Card/Etc	Hardware	Install, Move, Repair	WIN, MAC, UNIX	Related to a Board/Card/Etc only being installed new, moved to a new location, or needing repairs. <b>Note: Provided for supported customers.</b>
D. Hardware	D. CPU	Hardware	Install, Move, Repair	WIN, MAC, UNIX	Related to a CPU only being installed new, moved to a new location, or needing repairs. <b>Note: Provided for supported customers.</b>
D. Hardware	D. External Drive	Hardware	Install, Move, Repair	WIN, MAC, UNIX	Related to a External Drive (i.e. hard, tape, or CD/DVD drive) only being installed new, moved to a new location, or needing repairs. <b>Note: Provided for supported customers.</b>
D. Hardware	D. Input Device	Hardware	Install, Move, Repair	WIN, MAC, UNIX	Related to an Input Device only (i.e. mouse, keyboard, or tablet) being installed new, moved to a new location, or needing repairs. <b>Note: Provided for supported customers.</b>
D. Hardware	D. Internal Drive	Hardware	Install, Move, Repair	WIN, MAC, UNIX	Related to an Internal Drive only (i.e. hard, tape, or CD/DVD drive) being

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					installed new, moved to a new location, or needing repairs. <b>Note: Provided for supported customers.</b>
<b>D. Hardware</b>	<b>D. Monitor</b>	<b>Hardware</b>	Install, Move, Repair	WIN, MAC, UNIX	Related to a Monitor only being installed new, moved to a new location, or needing repairs. <b>Note: Provided for supported customers.</b>
<b>D. Hardware</b>	<b>D. Other Peripheral</b>	<b>Hardware</b>	Install, Move, Repair	WIN, MAC, UNIX	Related to an Other Peripheral (not covered by the other choices in the D. Subcategory) only being installed new, moved to a new location, or needing repairs. <b>Note: Provided for supported customers.</b>
<b>D. Hardware</b>	<b>D. Printer</b>	<b>Software</b>	Configuration	WIN, MAC, UNIX	Related to a Printer only being installed new, moved to a new location, or needing repairs; that can't be seen by its assigned owner(s) software and needs to be reconfigured. <b>Note: Provided for supported customers.</b>
<b>D. Hardware</b>	<b>D. Scanner</b>	<b>Hardware</b>	Install, Move	WIN, MAC	Related to a Scanner only being installed new or moved to a new location. <b>Note: Provided for supported customers.</b>
<b>D. Hardware</b>	<b>D. Server System</b>	<b>Hardware</b>	Install, Move	WIN, MAC, UNIX	Related to a computer system as a Server or involving more than one Hardware subcategory for the computer system being installed new or moved to a new location. <b>Note: Provided for supported customers.</b>
<b>D. Hardware</b>	<b>D. UPS/Power Supply</b>	<b>Hardware</b>	Install, Move	WIN, MAC, UNIX	Related to a UPS/Power Supply being installed new or moved to a new location. <b>Note: Provided for supported customers.</b>
<b>D. Hardware</b>	<b>D. Workstation System</b>	<b>Hardware</b>	Install, Move	WIN, MAC, UNIX	Related to a computer system as a Workstation or involving more than one

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					Hardware subcategory for the computer system being installed new or moved to a new location. <b>Note: Provided for supported customers.</b>
<b>E. Information</b>	<b>E. Handout</b>	<b>Info</b>	Create, Change, Research	Campus, Dept	Related to a document being created, changed, or researched for ultimate hardcopy distribution to the campus or our customers. <b>Note: Provided for supported customers.</b>
<b>E. Information</b>	<b>E. HTML/PDF Development</b>	<b>Info</b>	Create, Change, Research	Campus, Dept	Related to a document being created, changed, or researched for ultimate web distribution to the campus or our customers. <b>Note: Provided for supported customers.</b>
<b>E. Information</b>	<b>E. Internal Document</b>	<b>Info</b>	Create, Change	Dept	Related to an internal document describing an operational procedure being created or changed for distribution to our unit or department. <b>Note: Provided for Library customers only.</b>
<b>E. Information</b>	<b>E. Inventory</b>	<b>Info</b>	Create, Change	Campus, Dept, Vendor	Related to a document for individual or group hardware or software inventory review/projects being created or changed for distribution to our unit, department, campus, or vendor. <b>Note: Provided for Library customers only.</b>
<b>E. Information</b>	<b>E. News</b>	<b>Info</b>	Create, Change	Campus, Dept, Vendor	Related to a news release for distribution to our unit, department, campus, or vendor. <b>Note: Provided for Library customers only.</b>
<b>E. Information</b>	<b>E. Question/Referral</b>	<b>Info</b>	Create, Change	Campus, Dept, Vendor	Related to researching a question or identifying a referral to our unit, department, campus entity, or outside vendor. <b>Note: Provided for Library</b>

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					customers only.
F. Library Other	F. Backup Services	Software	Create, Respond	Faculty, Staff	Related to providing assistance to our customer's needing Backup services of their data. <b>Note: Provided for supported customers.</b>
F. Library Other	F. CD-ROM Copy	Software	Create, Respond	Faculty, Staff	Related to providing assistance to our customer's using the CD-ROM burner in LL-453 or providing CD-ROM burning services to our customers. <b>Note: Provided for supported customers.</b>
F. Library Other	F. Cleaning-Hardware	Hardware	Respond		Related to providing inside cleaning of workstations, printers, and other standalone hardware. <b>Note: Provided for supported customers.</b>
F. Library Other	F. Digital/Scanning Services	Software	Create, Change	Faculty, Staff	Related to providing photo/graphic/text files via digital camera or scanning methods or assisting our customers doing the same. <b>Note: Provided for supported customers.</b>
F. Library Other	F. Laptop Checkout	Combo	Configuration	WIN, MAC	Related to providing temporary equipment loans. <b>Note: Provided for Library Faculty/Staff customers only. See Laptop Checkout Procedures for additional guidelines/restrictions.</b>
G. Library Services	G. ARIEL/Illiad	Hardware	Install, Remove, Repair	WIN	Related to the ARIEL/Illiad hardware being installed new, removed from service, or needing repair. <b>Note: Provided for Library customers only.</b>
G. Library Services	G. ARIEL/Illiad	Software	Install, Remove, Configuration	WIN	Related to the ARIEL/Illiad scanning software being installed new, removed from service, or needing reconfiguration to be used. <b>Note: Provided for Library customers only.</b>

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G. Library Services	G. DB/Menu Service	Software	Install, Remove, Configuration	WIN	Related to any DB/Menu service provided by the Library and not covered by any other G. SubCategory choice. <b>Note: Provided for Library customers only.</b>
G. Library Services	G. ECR Client/Server or G. ECR Public Use	Software	Install, Remove, Configuration	WIN	Related to the public ECR stations or access to the ECR server. <b>Note: Provided for Library customers only.</b>
G. Library Services	G. ECR Printing or G. ECR Scanning	Combo	Install, Remove, Repair, Configuration	WIN	Related to ECR printing or scanning (match Sub Category to problem). <b>Note: Provided for Library customers only.</b>
G. Library Services	G. Infodome Service	Network	Repair	OTHER	Related to accessing the InfoDome server (production version). <b>Note: Provided for Library customers only.</b>
G. Library Services	G. Infodome Service	Software	Configuration	WIN, MAC	Related to displaying the InfoDome services (production version). <b>Note: Provided for Library customers only.</b>
G. Library Services	G. Lfolks/wiki Service	Network	Repair	OTHER	Related to accessing the Lfolks server (production version). <b>Note: Provided for Library customers only.</b>
G. Library Services	G. Lfolks/wiki Service	Software	Configuration	WIN, MAC	Related to displaying the Lfolks services (production version). <b>Note: Provided for Library customers only.</b>
G. Library Services	G. OCLC	Software	Install, Remove, Configuration	WIN	Related to OCLC services and use of the OCLC Export printers when software needs to be installed, removed, or reconfigured. <b>Note: Provided for Library customers only.</b>
G. Library Services	G. PAC System	Combo	Install, Remove, Repair, Configuration	Other	Related to the PAC1 or PAC2 server when the hardware or software needs to be installed, removed, repaired or reconfigured. <b>See Network Access - PACnet for cabling hardware problems.</b>



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					Note: Provided for Library customers only.
G. Library Services	G. PAC Terminal Server	Software	Install, Remove, Configuration	Other	Related to a Public Terminal Server when the software needs to be installed, removed, or reconfigured. Note: Provided for Library customers only.
G. Library Services	G. PAC-Pub Login or G. PAC-Tech Login	Hardware	Install, Remove, Repair	Other	Related to <b>PAC-Pub or PAC-Tech Terminals</b> that need to be installed, removed, or repaired (i.e. replaced). See <a href="#">Network Access - PACnet</a> for cabling hardware problems. Note: Provided for Library customers only.
G. Library Services	G. PAC-Pub Login or G. PAC-Tech Login	Software	Configuration	Other	Related to <b>PAC-Pub or PAC-Tech Terminals</b> that are having problems logging (i.e. garbage on the screen) into the PAC. Note: Provided for Library customers only.
G. Library Services	G. Web PAC	Software	Configuration	Other	Related to providing Web PAC services (i.e. Web PAC is down). Note: Provided for Library customers only.
G. Library Services	G. Web Transfer	Software	Respond	UNIX	Related to providing InfoDome Webmaster services (i.e. email, file transfers, conversions, etc.). Note: Provided for Library customers only.
H. Library Software	H. Acrobat Reader	Software	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Acrobat Reader</b> on either a WIN or MAC workstation. Note: Provided for supported customers.
H. Library Software	H. AdAstra/Meeting Maker	Software	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>AdAstra</b> on a WIN or <b>Meeting Maker</b> on

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					either a WIN or MAC workstation. <b>Note:</b> <b>Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Client32</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Client32</b> on a WIN workstation. <b>Note:</b> <b>Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Dreamweaver</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Dreamweaver</b> on either a WIN or MAC workstation. <b>Note:</b> <b>Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Eudora</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Eudora</b> on either a WIN or MAC workstation. <b>Note:</b> <b>Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Fetch Or H. SSH/SecureFTP/WS_FTP</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>SSH/SecureFTP/WS_FTP</b> on a WIN or <b>Fetch</b> on a MAC workstation. <b>Note:</b> <b>Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. FileMaker Pro</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>FileMaker Pro</b> on either a WIN or MAC workstation. <b>Note:</b> <b>Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Firefox/Mozilla/Safari</b>	<b>Software</b>	Install, Configuration,	WIN, MAC	Related to providing installation, configuration (i.e. error message

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			Remove, Upgrade		problems), removal, or upgrades to <b>Firefox/ Mozilla/Safari</b> on either a WIN or MAC workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Illiad</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Illiad</b> on a WIN workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Internet Explorer</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Internet Explorer</b> on a WIN workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. McAfee VirusScan/Virex</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>McAfee VirusScan/Virex</b> on either a WIN or MAC workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Millennium Modules</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Millennium Modules</b> on a WIN workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Office 2000/ 2003 WIN Or any individual program – i.e. H. MS Access, etc.</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN,	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Office 2000 or 2003</b> on a WIN workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Office 2001/ 2004 MAC Or any</b>	<b>Software</b>	Install, Configuration,	MAC	Related to providing installation, configuration (i.e. error message

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	<b>individual program – i.e. H. MS Word, etc.</b>		Remove, Upgrade		problems), removal, or upgrades to <b>Office 2001 or 2004</b> on a MAC workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Other Package</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>a software package</b> on a WIN or on a MAC workstation <b>not found among the choices for Sub-Category.</b> <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Stuffit Expander or H. Win Zip</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>WinZip</b> on a WIN, or <b>Stuffit Expander</b> on a MAC workstation. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. System – Image Ghosting</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. system error message problems, missing dlls, extension conflicts), removal, or upgrades to an operating system on a workstation via an <b>Image Ghosting</b> process. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Terra Term Pro/Terminal</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to <b>Terra Term Pro</b> on a WIN or <b>Terminal</b> on a Mac. <b>Note: Provided for supported customers.</b>
<b>H. Library Software</b>	<b>H. Windows Windows XP or H. System – Mac</b>	<b>Software</b>	Install, Configuration, Remove, Upgrade	WIN, MAC	Related to providing installation, configuration (i.e. system error message problems, missing dlls, extension conflicts), removal, or upgrades to <b>an</b>

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	OS X				<b>operating system</b> XP on a WIN, or System OS X on a MAC workstation. <b>Note:</b> <b>Provided for supported customers.</b>
<b>I. Network Access</b>	<b>I. Data Connection</b>	<b>Combo</b>	Install, Move, Repair, Remove	Netware, UNIX	Related to a Data connection for network access that needs to be installed, moved, repaired or removed. <b>Note:</b> <b>Provided for Library customers only.</b> If there is no jack outlet for the Library customer, this will involve Bea Briggs.
<b>I. Network Access</b>	<b>I. Modem</b>	<b>Hardware</b>	Install, Move, Repair, Remove	Netware, UNIX	Related to a Modem for network access that needs to be installed, moved, repaired or removed. <b>Note:</b> <b>Provided for supported customers.</b>
<b>I. Network Access</b>	<b>I. Network Card</b>	<b>Hardware</b>	Install, Move, Repair, Remove	Netware, UNIX	Related to a Network Card for network access that needs to be installed, moved, repaired or removed. <b>Note:</b> <b>Provided for supported customers.</b>
<b>I. Network Access</b>	<b>I. Network Software</b>	<b>Software</b>	Install, Repair, Remove	Netware, UNIX	Related to Client/Server software (including DHCP/Bootp) for network access that needs to be installed, repaired or removed. <b>Note:</b> <b>Provided for supported customers.</b>
<b>I. Network Access</b>	<b>I. PACnet</b>	<b>Hardware</b>	Install, Move, Repair, Remove	Other	Related to <b>PACnet cabling access</b> that needs to be installed, moved, repaired or removed. <b>Note:</b> <b>Provided for Library customers only.</b>
<b>J. Networked Printing</b>	<b>J. Networked Printer</b>	<b>Hardware</b>	Install, Repair	<b>PAID, FREE</b>	Related to a networked printer that needs to be installed or repaired. <b>Use FREE as the Option when the networked printer is NOT in a public area.</b> <b>Note:</b> <b>Provided for supported customers.</b>
<b>J. Networked Printing</b>	<b>J. Pqueue</b>	<b>Software</b>	Install, Configuration	<b>PAID</b>	Related to a networked printer queue's configuration for print jobs that needs to

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					be installed or reconfigured. <b>BAM Printing problems should use these choices.</b> <i>Note: Provided for supported customers.</i>
<b>J. Networked Printing</b>	<b>J. Pserver Station</b>	<b>Combo</b>	Install, Repair, Configuration	<b>PAID</b>	Related to a networked print station that needs to be installed, repaired, or reconfigured ( <b>i.e. Not recognizing the card messages, Won't acknowledge Print request, Terminal ID doesn't appear</b> ). <i>Note: Provided for supported customers.</i>
<b>J. Networked Printing</b>	<b>J. Wedge</b>	<b>Combo</b>	Install, Repair, Configuration	<b>PAID</b>	Related to a Wedge that needs to be installed, repaired, or reconfigured. <i>Note: Provided for supported customers.</i>
<b>K. Programming</b>	<b>K. CIRC SERVICES DEVEL K. DB/MENU DEVEL K. INFODOME DEVEL K. LFOLKS/WIKI DEVEL K. SCC SERVICES DEVEL K. SERVER APPS DEVEL</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	Related to services provided by InfoSys personnel that require Programming. These will be placed by either the programmer or his supervisor. <i>Note: Provided for supported customers.</i>
<b>L.Reservations</b>	<b>L. Presentation Room</b>	<b>Room</b>	Respond	WIN, MAC	Related to a presentation room (i.e. LL-430, LL-431, LA-4450) where a reservation/orientation request is involved. The problem description should begin with " <b>Please verify that everything this reservation needs is working for the</b>

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					<b>following event:"</b> and end with an edited version of the email message from RMRESERV. Edit out those items the users doesn't need or gave an answer to. <a href="#">See Problem Category - Facilities</a> for other SRs. <b>Note: Provided for supported customers.</b>
<b>L. Reservations</b>	<b>L. Presentation Room</b>	<b>Room/ Instructor</b>	Respond	WIN, MAC	Related to a presentation room (i.e. LL-430, LL-431, LA-4450) where a reservation/orientation request and providing an Instructor is involved. The problem description should begin with " <b>Please verify that everything this reservation needs is working for the following event and provide a presenter:"</b> and end with an edited version of the email message from RMRESERV. Edit out those items the users doesn't need or gave an answer to. <a href="#">See Problem Category - Facilities</a> for other SRs. <b>Note: Provided for supported customers.</b>
<b>L. Reservations</b>	<b>L. Smart Classroom</b>	<b>Room</b>	Respond	WIN, MAC	Related to a computer lab (i.e. LA-76, LA-78) where a reservation/orientation request is involved. The problem description should begin with " <b>Please verify that everything this reservation needs is working for the following event:"</b> and end with an edited version of the email message from Instructional Services. <a href="#">See Problem Category - Facilities</a> for other SRs. <b>Note: Provided for supported customers.</b>

Problem Category	Sub Category	Service Type	Possible Actions	OS or Option	Problem Description
L. Reservations	L. Smart Classroom	Room/ Instructor	Respond	WIN, MAC	Related to a computer lab (i.e. LA-76, LA-78) where a reservation/orientation request and providing an Instructor is involved. The problem description should begin with " <b>Please verify that everything this reservation needs is working for the following event and provide an instructor:</b> " and end with an edited version of the email message from Instructional Services. <b>See Problem Category - Facilities</b> for other SRs. <i>Note: Provided for supported customers.</i>
M. Special Projects	N/A	N/A	N/A	N/A	Related to services provided by InfoSys personnel that do not fit other categories. <i>Note: Provided for supported customers.</i>
N. Training	N. Coaching	Info	Development, Usage	Faculty, Staff, Student, Combo	Related to providing services for the development/usage of hands-on or presentation only training in a One-on-One setting. <i>Note: Provided for Library customers only.</i>
N. Training	N. Group	Info	Development, Usage	Faculty, Staff, Student, Combo	Related to providing services for the development/usage of hands-on or presentation only training in a Group setting. <i>Note: Provided for supported customers.</i>