

Problem Category/Sub Categories (SCC Sub-set)

InfoSys Service Desk	
Problem Category Names and associated Sub Categories	Definition of Problem Sub Categories and associated Type, Action, OS, and/or Option
B. Eval/Purchase	Action: Research, Test, Buy
B. Computer System	Related to a workstation or server system (even if it is just a CPU). Note: "Buy" Action is provided for Library customers only.
B. Computing Service/Contract	Related to a computing service/contract (new or upgrade - i.e. ECR/ERES, Ezproxy, ComputerSelect). Note: "Buy" Action is provided for Library customers only.
B. Parts/Upgrade	Related to like or upgraded replacement parts that do not constitute one complete workstation or server system. Note: "Buy" Action is provided for Library customers only.
B. Peripheral	Related to an add-on (new or upgrade) to a complete workstation or server system (i.e. printer, Raid array, projection system). Note: "Buy" Action is provided for Library customers only.
B. Software Package	Related to a computer software package (new or upgrade). Note: "Buy" Action is provided for Library customers only.
C. Facilities	Type: Combo, Hardware, Software, Network Action: Install, Repair, Upgrade, Configuration OS: MAC, WIN, NETWARE, NT
C. Smart Classroom	Related to a BATS classroom (PC and MAC COLAs in the SCC). Note: Provided for supported customers.
D. Hardware	Type: Combo, Hardware, Software

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	Action: Install, Move, Remove, Repair, Upgrade OS: MAC, UNIX, WIN, NT
D. Board/Card/Etc	Related to an internal board or card, RAM, fan, etc. Note: Provided for supported customers.
D. CPU	Related to a CPU only being installed new, moved to a new location, or needing repairs. Note: Provided for supported customers.
D. External Drive	Related to any type of external Drive. Note: Provided for supported customers.
D. Input Device	Related to an Input Device only (i.e. mouse, keyboard, or tablet) being installed new, moved to a new location, or needing repairs. Note: Provided for supported customers.
D. Internal Drive	Related to an Internal Drive only (i.e. hard, tape, or CD/DVD drive) being installed new, moved to a new location, or needing repairs. Note: Provided for supported customers.
D. Monitor	Related to a Monitor only being installed new, moved to a new location, or needing repairs. Note: Provided for supported customers.
D. Other Peripheral	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. Note: Provided for supported customers.
D. Printer	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. Note: Provided for supported customers.
D. Scanner	Related to a Scanner only being installed new or moved to a new location. Note: Provided for supported customers.
D. Server System	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. Note: Provided for supported customers.
D. UPS/Power Supply	Related to a UPS or Power Supply only being installed new, moved to a new location, or needing repairs. Note: Provided for supported customers.

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D. Workstation System	Related to a computer system as a Workstation or involving more than one of the above Hardware subcategory for the computer system being installed new or moved to a new location. Note: Provided for supported customers.
F. Library Other	
F. CD-ROM Copy	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. Note: Provided for supported customers.
F. Cleaning-Hardware	Related to providing inside cleaning of workstations, printers, and other standalone hardware. Note: Provided for supported customers.
F. Digital/Scanning Services	Related to providing photo/graphic/text files via digital camera or scanning methods or assisting our customers doing the same. Note: Provided for supported customers.
H. Library Software	Action: Install, Remove, Repair, Upgrade OS: MAC, UNIX, WIN
H. Acrobat Reader	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Acrobat Reader on either a WIN or MAC workstation. Note: Provided for supported customers.
H. AdAstra/Meeting Maker	Related to AdAstra/Meeting Maker usage. Note: Provided for supported customers.
H. Client32	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Client32 on a WIN workstation. Note: Provided for supported customers.
H. Dreamweaver	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Dreamweaver on either a WIN or MAC workstation. Note: Provided for supported customers.
H. Eudora	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Eudora on either a WIN or MAC workstation. Note: Provided for supported customers.

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H. Fetch Or H. SSH/SecureFTP/WS_FTP	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to SSH/SecureFTP/WS_FTP on a WIN or Fetch on a MAC workstation. Note: Provided for supported customers.
H. FileMaker Pro	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to FileMaker Pro on either a WIN or MAC workstation. Note: Provided for supported customers.
H. Firefox /Mozilla /Safari	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Firefox/ Mozilla/Safari on either a WIN or MAC workstation. Note: Provided for supported customers.
H. Internet Explorer	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Internet Explorer on either a WIN workstation. Note: Provided for supported customers.
H. McAfee VirusScan/Virex	Related to providing installation, configuration (i.e. error message problems), removal or upgrades (including upgrade of virus definition files, initial scanning for viral infection, and cleaning media to eradicate existing viral infection) to McAfee VirusScan/ Virex on either a WIN or MAC workstation. Note: Provided for supported customers.
H. MS Access	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to an individual package of MS Office (match subcategory as needed) on either a WIN or MAC workstation. Note: Provided for supported customers.
H. MS Excel	
H. MS PowerPoint	
H. MS Word	
H. Office 2000/2003 WIN	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Office 2000 or 2003 on a WIN workstation. Note: Provided for supported customers.
H. Office 2001/2004 MAC	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Office 2001 or 2004 on a MAC workstation. Note: Provided for supported customers.

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H. Other package	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to a software package on a WIN or on a MAC workstation not found among the choices for Sub-Category. Note: Provided for supported customers.
H. RealPlayer	Related to RealPlayer. Note: Provided for supported customers.
H. Stuffit Expander or H. WinZip	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to WinZip on a WIN, or Stuffit Expander on a MAC workstation. Note: Provided for supported customers.
H. System – Image Ghosting	Related to providing installation, configuration, removal, or upgrades to an operating system on a workstation via an Image Ghosting process. Note: Provided for supported customers.
H. System - Mac OS X	Related to providing installation, configuration (i.e. system error message problems, conflicts), removal, or upgrades to an operating system on a MAC workstation. Note: Provided for supported customers.
H. Terra Term Pro/Terminal	Related to providing installation, configuration (i.e. error message problems), removal, or upgrades to Terra Term Pro on a WIN or Terminal on a Mac. Note: Provided for supported customers.
H. Windows XP	Related to providing installation, configuration (i.e. system error message problems, missing dlls, extension conflicts), removal, or upgrades to an operating system XP on a WIN, workstation. Note: Provided for supported customers.
I. Network Access	Type: Combo, Hardware, Software, Network Action: Install, Move, Repair, Remove
I. Cabling	Related cabling to the wall for network access. Note: Provided for Library customers only.
I. Data Connection	Related to a Data connection for network access that needs to be installed, moved, repaired or removed. Note: Provided for Library customers only. If there is no jack outlet for the Library customer, this can involve Bea Briggs.

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I. Modem	Related to a Modem for network access. Note: Provided for supported customers.
I. Network Card	Related to a Network Card for network access that needs to be installed, moved, repaired or removed. Note: Provided for supported customers.
I. Network Software	Related to Client/Server software (including DHCP/Bootp) for network access that needs to be installed, repaired or removed. Note: Provided for supported customers.
J. Networked Printing	Type: Combo, Hardware, Software, Network Action: Install, Repair, Configuration Option: Paid, Free
J. Netport	Related to a Netport (device driver). Note: Provided for Library customers (including SCC use) only.
J. Networked Printer	Related to a networked printer that needs to be installed or repaired. Use FREE as the Option when the networked printer is NOT in a public area. Note: Provided for supported customers.
J. Pqueue	Related to a networked printer queue's configuration for print jobs that needs to be installed or reconfigured. BAM Printing problems should use these choices. Note: Provided for supported customers.
J. Pserver Station	Related to a networked print station that needs to be installed, repaired, or reconfigured (i.e. Not recognizing the card messages, Won't acknowledge Print request, Terminal ID doesn't appear). Note: Provided for supported customers.
J. Wedge	Related to a Wedge that needs to be installed, repaired, or reconfigured. Note: Provided for supported customers.
K. Programming	Type: Software Action: Development, Install, Upgrade OS: MAC, UNIX, WIN
K. SCC Services Devel	Related to programming needs in support of the SCC's automated services (i.e. room scheduling, timecards, etc). Note: Provided for Library customers only.

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M. Special Projects	
	Related to services provided by InfoSys personnel that do not fit other categories. Note: Provided for supported customers.