

Standard SCC Service Request Choice Combinations

Problem Category	Sub Category	Service Type	Possible Actions	OS or Option	Problem Description
C. Facilities	C. Smart Classroom	Hardware	Install, Repair, Upgrade	WIN, NT, MAC	Related to a BATS classroom (PC and MAC COLAs in the SCC) 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, NT, MAC	Related to a BATS classroom (PC and MAC COLAs in the SCC) 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.
C. Facilities	C. Smart Classroom	Network	Repair	WIN, NT, MAC	Related to a BATS classroom (PC and MAC COLAs in the SCC) where network access to networked services has been interrupted or stopped (i.e. can't locate server message). Note: Provided for supported customers. Be sure the SR indicates which room.
C. Facilities	C. Smart Classroom	Combo	Configuration, Install, Repair, Upgrade	WIN, NT, MAC	Related to a BATS classroom (PC and MAC COLAs in the SCC) where a combination of any two (hardware, software, or network) issues are involved. Note: Provided for supported customers. Be sure the SR indicates which room.
D. Hardware	D. CPU	Hardware	Install , Move,	WIN, NT, MAC, UNIX	Related to a CPU only being installed new, moved to a new location, or needing

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			Repair		repairs. Note: Provided for supported customers. Includes SCC Open area computers.
D. Hardware	D. Input Device	Hardware	Install, Move, Repair	WIN, NT, 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. Note: Provided for supported customers. Includes SCC Open area computers.
D. Hardware	D. Internal Drive	Hardware	Install , Move, Repair	WIN, NT, MAC, UNIX	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. Includes SCC Open area computers.
D. Hardware	D. Monitor	Hardware	Install , Move, Repair	WIN, NT, MAC, UNIX	Related to a Monitor only being installed new, moved to a new location, or needing repairs. Note: Provided for supported customers. Includes SCC Open area computers.
D. Hardware	D. Printer	Hardware	Install , Move, Repair	WIN, NT, MAC, UNIX	Related to a Printer only being installed new, moved to a new location, or needing repairs. Note: Provided for supported customers. Includes SCC Open area computers.
D. Hardware	D. Printer	Software	Configuration	WIN, NT, MAC, UNIX	Related to a Printer that can't be seen by its assigned owner(s) software and needs to be reconfigured. Note: Provided for supported customers. Includes SCC Open area computers.
D. Hardware	D. Scanner	Hardware	Install , Move	WIN, NT, MAC, UNIX	Related to a Scanner only being installed new or moved to a new location. Note: Provided for supported customers. Includes SCC Open area computers.
D. Hardware	D. Workstation System	Hardware	Install , Move	WIN, NT, MAC, UNIX	Related to a computer system as a Workstation or involving more than one of the above Hardware subcategory for the

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					computer system being installed new or moved to a new location. Note: Provided for supported customers. Includes SCC Open area computers.
F. Library Other	F. CD-ROM Copy	Software	Create, Respond	Faculty, Staff, Student	Related to providing assistance to our customer's using the CD-ROM burner or providing CD-ROM burning services to our customers. Note: Provided for supported customers.
F. Library Other	F. Cleaning-Hardware	Hardware	Respond	WIN, NT, MAC, UNIX	Related to providing inside cleaning of workstations, printers, and other standalone hardware. Note: Provided for SCC and BATS COLA computers.
I. Network Access	I. Data Connection	Combo	Install, Move, Repair, Remove	Netware, NT, UNIX	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 will involve Bea Briggs.
I. Network Access	I. Network Card	Hardware	Install, Move, Repair, Remove	Netware, NT, UNIX	Related to a Network Card for network access that needs to be installed, moved, repaired or removed. Note: Provided for supported customers.
I. Network Access	I. Network Software	Software	Install, Repair, Remove	Netware, NT, UNIX	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	J. Networked Printer	Hardware	Install, Repair	PAID, FREE	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. Networked Printing	J. Pqueue	Software	Install, Configuration	PAID	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.

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J. Networked Printing	J. Pserver Station	Combo	Install, Repair, Configuration	PAID	Related to a networked print terminal 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. Networked Printing	J. Wedge	Combo	Install, Repair, Configuration	PAID	Related to a Wedge that needs to be installed, repaired, or reconfigured. Note: Provided for supported customers.
M. Special Projects	N/A	N/A	N/A	N/A	Related to services provided by InfoSys personnel that do not fit other categories. Note: Provided for supported customers.

REFERRALS GROUPS	REFFERAL REASON
ACAD COMP SUPPORT	Referrals for work requested by non-Library departments belonging to Academic Affairs.
EMAIL COORDINATOR	Referrals for work related to Library email accounts and mailing lists.
ES LIBRARIAN	Referrals for work related to Library databases accessed by patrons and involving the Ezproxy service.
INFORMATION SUPPORT	Referrals for work related to InfoSys Service Desk activities, ROHAN services, etc.
OPERATIONS	Referrals for work related to Library hardware inventory control -- i.e. salvage, parts tracking, etc.
PAC SUPPORT	Referrals for work related to Library PAC services
SANS	Referrals for work related to Library systems and networked services used by Library patrons, faculty, and staff.

SAT	Referrals for work related to client/server application services on UNIX, Netware, NT, etc. servers
SCC	Referrals for work related to the Student Computing Center.
TECH SUPPORT	Referrals for work related to Library purchasing of computer hardware and software.
CCS (TNS) LIAISON	Referrals for work related to TNS- i.e. network jacks, ethernet punchdowns, etc. -- and paid for by Library accounts.
VENDOR REPAIR	Referrals for work related to outside vendor repairs paid for by Library accounts.