

InfoSys Service Desk Guidelines and Policies

ACS

All outside customers are referred to the Academic Computing Support (ACS) workgroup. This is now populated by the same technicians as the SANS workgroup. Continue to use the ACS assignment for Service Requests as it is needed to fulfill a statistics requirement. The Find scripts for SANS technicians will continue to pickup both Academic Computing Support (ACS) and SANS referrals.

Customers

Local units are still responsible for basic [exterior] cleaning of Wyse terminals, PAC Terminals, Public workstations, and staff/faculty machines. The SANS workgroup handles any necessary interior cleaning of this equipment.

Information Support

Library software licensing is checked against information in the IDT Software Inventory application via the IDT Production Web Applications login. Outside customer's licensing proof is kept in the **Z** files of the software cabinets in LL-406.

PAC Support

All Service requests that deal with a PAC terminal (Wyse using a dedicated serial connection or Millennium use on a PC) will go to PAC Support. PAC Support may request collaboration with SANS on PC issues.

SANS

All Library requested Service Requests involving PC's and Mac's go to the SANS workgroup. All Service Requests involving software installations/upgrades only are first referred to Information Support for license checking.

Consulting versus Servicing -- SANS will be blunt when giving options and pointedly explain the difference between comments and recommendations.

Any Yellow - InfoSys Service Report - Slips found on equipment (taken care of by the SANS workgroup) will be filled out by SANS technicians and left for the F/S who use the equipment or at the Reference Desk for Public equipment.

Tech Support

A RAM or Hard drive upgrade (more than what was originally purchased for the equipment) must have a Purchase Request form signed by the requester's Supervisor. Do not enter an SR without the form. If the RAM or Hard drive is a replacement for a broken part of equal size, then the form is not required before an SR can be entered.