

IT Services and Requirement

Dear users,

We would like to draw your attention and remind you of the proper procedure of initiating a new Service Request related to CITG group, As during the last period we noticed a huge amount of improper communication for submitting IT services requests (Memos) .

Hence we shall highly recommend that you refer to your designated IT Coordinator within your groups to submit your IT requests (Hardware/Software) through ***“ITSM”***, **Memos bearing or including any IT services requests will be unattended.**

It worth mentioning here that HelpDesk will retain their role to attend your day to day troubleshooting and users inquiries as usual.

Your usual co-operation is highly appreciated.

Best regards,

CIT Group

IT Services Team