Work Order - Information Services

I. **Overview**

The purpose of this procedure is to explain the process of submitting a work order when technology needs attention on the UACCB campus. The personnel in the Information Services Department are responsible for installation and maintenance of campus technology. To ensure that assistance is prompt, all requests must be made using this process.

II. **Practice**

There are two option to inform Information Services of a technology service need. In order to schedule tasks for completion, you must complete and submit the "Information Services – Work Order" form (Option A –Preferred method) or email "Uaccb HelpDesk" (Option B).

A. Complete and submit a work order to Information Services HelpDesk by following the steps below:

1. Determine description of work to be completed.
2. Sign-into myUACCB
3. Click on the section titled "myForms"
4. Click on "Information Services –Work Order", located under the "work order forms" section of "myForms"**.**
5. Complete all areas of form to the best of your ability.
6. When finished, click on "Save". This will submit your request to the Information Services HelpDesk.

B. Send an email to the "Uaccb HelpDesk" by following the steps below:

1. Determine description of work to be completed.
2. Open Outlook.
3. In the upper left corner of your menu bar, click on "New Email"
4. Click on "To".
5. Type "Uaccb HelpDesk" in the Address Book search bar.
6. Select "Uaccb HelpDesk", then click "To", and then click "ok"
7. Enter your Subject: (a brief description of work to be completed).
8. In the blank note section, enter a detailed description of the work to be completed including a contact person, location where work is to be completed(bldg./classroom) and any other information that might be helpful in getting the work completed, such as office hours.
9. If you request is urgent, you can click on the red exclamation point on the Outlook toolbar to signify the note is of High Importance.
10. Click on Send.

III. **Clarifying Points**

Work Orders are completed on an established priority list:

1. Immediate instruction in computer labs
2. Immediate instruction in classrooms
3. Open computer lab
4. Campus-wide technology service
5. Faculty and staff offices

Any system-wide emergency event may alter the priority in which Information Services handles work requests.

If completion of a work request is delayed, Information Services personnel will advise the requestor of the reason, provide an estimated completion date, and offer alternatives to assist the technology user.

This procedure is intended to help track service requests and assist in getting requests resolved in a timely fashion. Failure to follow the procedure may result in a delay in accomplishing the request.

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