

THE  
**LeMoyne-Owen**  
 COLLEGE

LEADERSHIP. OPPORTUNITY. CHANGE.

<b>SUBJECT:</b>  <b>Information Technology and Telecommunications Services</b>	<b>Effective Date:</b>	<b>Policy Number:</b>
	July 1, 2011	05-1-004
	<b>Supersedes:</b>	<b>Page 1 Of 2</b>
	Policy:  Date:	
<b>Responsible Authority:</b> Director of Information Technology		

**I. Purpose of the policy/Policy statement**

All requests for Information Technology and Telecommunications services must be made through the HELPDESK by emailing [helpdesk@loc.edu](mailto:helpdesk@loc.edu)

**II. Applicability/Scope**

This policy applies to all members of the College: employees and students

### III. Process for Implementing Procedure

Responsibility	Action	Timeline
Users	Must provide written request assistance/service via email that includes contact person, telephone number, location, and statement or description of problem or need for service	As needed
IT Staff	Will review request and prioritize response based on problem and need for service	Within minutes to within 24 hours
IT Staff	Will provide assistance as requested. Will complete response form and obtain requester's signature	Within minutes to within 24 hours
IT Staff	Will file requests and response form	After problem resolved

### IV. Related policies/References for more information

Authorizing Official: <u>Shirley Hill</u>	Authorization Date: <u>10/10/11</u>
Title: <u>Director of Title III</u>	