

THE
LeMoyne-Owen
 COLLEGE

LEADERSHIP. OPPORTUNITY. CHANGE.

SUBJECT: Requests for Information Technology and Telecommunications Services	Effective Date: July 1, 2011	Policy Number: 05-1-007
	Supersedes: Policy: Date:	Page 1 Of 2
	Responsible Authority: 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

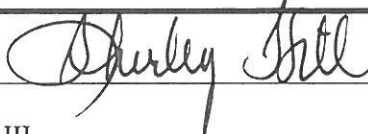
II. Applicability/Scope

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></u>	Authorization Date: <u>10/10/11</u>
Title: <u>Director of Title III</u>	