

IT TICKETING SUPPORT REQUEST

Purpose: The purpose of this policy/procedure is to outline the proper process for requesting IT support within the Department of Recreational Sports.

Scope: This policy applies to all student staff and professional staff who may request IT support.

Policy:

- I. AUTHORIZED SUPPORT
 - a. Only the IT Manager and/or the IT Professional Associate are authorized to perform service or support functions on departmental computers, workstations, laptops, and other equipment.
 - b. Only requests for support received through the ticketing system will be addressed by the IT staff.

Procedure:

- I. SUBMITTING A TICKET REQUEST
 - a. Follow this link to complete the request form:
<https://uga.teamdynamix.com/TDClient/Requests/ServiceDet?ID=38481>
 - b. Enter your MyID and password
 - c. Enter the appropriate information (room # or location, subject or title of request, detailed descriptions of request, attachment if necessary).