

Subject: Service Request/Case System Move - Monday, March 12

From: "Garcia, Claudia M" <claudia.garcia@csun.edu>

Date: 3/5/2012 11:36 AM

To: cobae.faculty-l <cobae.faculty-l@csun.edu>, cobae.staff-l <cobae.staff-l@csun.edu>

[This email has been approved for distribution by the Dean.]

COBAE Faculty and Staff,

Over the last year, campus IT and other areas on campus have transitioned to a new Service Request/Case System. This Service Request System (aka Unified Technology Support System (UTSS)) is now used to report technology-related problems or questions which are then routed to the appropriate area on campus for resolution. I've been asked by the Dean to inform you that COBAE's Office of Information Technology (OIT) will be moving to this new Service Request System starting on **Monday, March 12th**.

- **What does this system consist of?** There is a simple online form (pre-populated with your contact information once you log in) which is used to submit the details of your specific issue. Once submitted, your issue is forwarded to the appropriate area on campus (usually our staff for technology questions). You will also receive an email which contains your Case # (for future reference) as well as a link that will allow you to track its progress. Using this link, you will also be able to add additional information to your Case.
- **How can you report a technology problem or request information?** There are two basic ways that a problem/question can be reported in order to obtain service:

The first is by completing the online form available at <http://www.csun.edu/cobaeit/> (click on the "To Create A CSUN Service Request" link in the upper left-hand corner). You may want to save this link under your "Favorites" so that you can find it more easily. Note: You are welcome to come to our OIT office (JH 3117), where a computer will be available to complete the service request (or a student assistant may be on hand to help submit your request).

The second way is to call the CSUN Help Center at **x1400** so that they can take your information to complete the form for you.

- **What if I have a problem in the classroom?** Any problems with classroom technology can still be reported by calling **x1500**, or by submitting a Service Request.
- **Why is COBAE using the system?** There are several reasons for why COBAE's OIT is adopting the new system. Chief among them are the intent to 1) improve service including establishment of service priorities 2) provide you the opportunity to track the status of your request, 3) allow us to identify common issues that can be addressed through the use of FAQ's, 4) track recurring problems that may need to be escalated to vendors and 5) monitor workload and service performance.

Please email, call or stop by our office if you have any questions. We appreciate your cooperation in implementing the Service Request System.

Indicated below is a sample of the online form.

Claudia, Michelle & Vic

Support Portal > Service Requests

Please fill out the form below to log a new ticket. Fields starting with a * are required fields. You can also upload an attachment.

My cases Create a new case Search cases

*Department: (10105) Office of Info Technology-8245

* Product/Category:

* Location of Issue:

Preferred Email Address: claudia.garcia@csun.edu

Preferred Phone Number: (818) 677-2442

* Case Details:

* Impact:

Attachment (10MB per attachment limit):

Browse... Browse... Browse... Browse...

Submit Service Request

Pre-populated

Pre-populated, you may provide different contact information

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