

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.2	Systems and Network Operations	Revised:	November 2009
Policy 5.2.3	Systems & Network Operations Service Requests	Responsibility:	Vice President and Chief Information Officer

SYSTEMS & NETWORK OPERATIONS SERVICE REQUESTS

Procedures

Requests for services should be made by submitting an electronic Service Request Form. Client Support Services is responsible for directing the request to the appropriate service division within Systems and Network Operations (SNO). Telephone repair requests do not require a service request; call the service desk at 567-7777 to initiate a repair order. To submit a service request electronically, please reference the appropriate links below:

- [Voice and Data Communications](#) (moves, adds, and changes)
 - [Static IP/DNS Entry](#)
 - Server Services:
 1. [Storage Services](#)
 2. [Tape Restores](#)
 3. [Access Requests](#)
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