

**UT HEALTH SAN ANTONIO HANDBOOK OF OPERATING PROCEDURES**

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.2	Infrastructure Solutions	Revised:	May 2017
<b>Policy 5.2.3</b>	<b>Infrastructure Solutions Requests</b>	Responsibility:	Vice President and Chief Information Officer

## **INFRASTRUCTURE SOLUTIONS REQUESTS**

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### **Procedures**

Requests for services should be made by submitting an electronic Service Request Form. IMS Service Desk is responsible for directing the request to the appropriate service division within Infrastructure Solutions. Telephone repair can be submitted online via the client portal or you may call the IMS Service Desk at 567-7777 opt 1 to initiate a repair order. To submit a service request electronically, please reference the appropriate links at <http://supportworks.uthscsa.edu/sw/selfservice/>

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