

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.4	Educational Media Resources	Revised:	March 2006
Policy 5.4.2	Service Requests	Responsibility:	Vice President and Chief Information Officer

SERVICE REQUESTS

Procedures

Services from production divisions may be initiated by submitting the [Educational Media Resources Service Request Authorization](#) to the appropriate service division. If the job is a multi-phase project (requiring the work of several service divisions), the authorization form should be presented to the division which will coordinate the project (usually the division which will complete the first phase of the work). Job cost estimates can be requested before submitting the service request.

Forms are available without charge from any division involved. Service division personnel will fill out a service request based on a verbal explanation of need by the client, including special instructions.

The service request (job reference) number will be recorded on the [Educational Media Resources Service Request Authorization](#); a copy will be returned to the client. The job reference number on this copy can be used to identify the project if the client needs to make inquiries or provide additional instructions. After delivery of the completed job, the client will receive a copy of the priced-out service request, with all charges itemized and totaled. Departments are billed for completed services through an inter-departmental transfer (IDT).
