

UT HEALTH SAN ANTONIO HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.5	Information Technology Service Management	Revised:	April 2017
Policy 5.5.3	Service Requests	Responsibility:	Vice President and Chief Information Officer

SERVICE REQUESTS

Procedures

Requests for services should be made on an [IMS Service Request](#) for network, telephone, computer and other IMS services. The IMS Service Desk is responsible for assisting users in completing the request or directing the request to the appropriate area for resolution. You may contact the IMS Service desk at (210) 567-7777 option 1, or ims-servicedesk@uthscsa.edu.
