

Instructions for Completing and Submitting Information Technology Services

Service/Repair Request Form

Prior to the initiation of this form, please contact the Help Desk (x70911) to schedule a service/repair assessment and obtain a quote.

1. In order to process IT service/repair requests that will be funded from department or institute budgets, Information Technology Services (ITS) will require a completed and approved ITS Service/Repair Request Form.
2. The requestor will initiate this form, and will obtain all necessary approvals prior to submitting the completed form to Information Technology Services. ITS will continue to provide quotes/equotes for equipment service/repairs costs.
3. Service/Repair Approvals: An Official Account Administrator must approve the service/repair and provide the account number to be charged. The form should then be submitted to the Treasurer's Office for Account/Fund Verification.
4. Account/Fund Verification: The Treasurer's Office will verify budget availability and submit the completed request to ITS for processing. A budget transfer form (available at the Treasurer's Office Website) will be required if there are not sufficient funds available in the funding account (###-#####-###).
5. Completed and approved forms should be submitted to ITS for processing. Please send forms to:

ITS Service/Repair Requests
Instructional Technology and Client Services
Roberts South, Room 12
6. Upon receipt of the approved form, ITS will schedule service or repair.
7. ITS staff will contact the requestor when service has been scheduled, or when a repair is complete.