



## Help Desk Support Policy

Applies To:	All	Policy Number:	ITS-0016
Issued By:	Director of IT	Policy Version Number:	
Date Issued:	January 1, 2006	Last Review Date:	March 1, 2008
		Last Revised Date:	

### Policy

All requests for support from ITS must be submitted through the <http://helpdesk.udmercy.edu> system or directly to the Help Desk by phone or in-person. The only exceptions to this policy are the submission of report requests and account applications which must be completed on their required forms.

This policy has been implemented for the University community based on the recommendations from the 2004 Compuware study of the ITS department. By using the online system, ITS hopes to accurately understand the nature of the issue and provide an environment where two-way communications (including status updates) are available.

Exceptions to this policy must be cleared through the Director of Information Technology services.