

NORTHWEST VISTA COLLEGE PROCEDURE

Procedure Number: CS 005
Procedure Title: I &CT Technical Service Request

I. Purpose

This procedure sets out the format and steps to follow when requesting technical services from Information & Communication Technologies.

II. Procedure Statement

- A. Northwest Vista College Information & Communication Technologies provides on-site maintenance and technical support services for the campus academic and staff computer systems. These services include, but are not limited to:
- Repair services for the computers and peripherals purchased with Northwest Vista College funds; and
 - Technical services to include NVC information systems planning, equipment recommendations and quotes, installation of systems hardware and software, network administration and audio visual event setups.
- B. To request technical services from the Technical Support Center you must complete and submit a Service Request by any of the following means:
1. Submit a Service Request Form from a computer at:
 - <https://footprints.alamo.edu>
 2. Or verbally submit a Service Request Form by calling
 - (210) 486-4777, option 3
 3. Or Email your request to
 - NVC-Helpdesk@alamo.edu
- C. Upon receipt of the Service Request, a job tracking number will automatically be assigned and a reply email will be sent to the requestor to verify receipt of the Service Request. The Service Request is also automatically entered into a database to provide maintenance data collection for future planning.
- D. The Service Request is assigned to a Computer Technician who coordinates an appointment with the customer via telephone or email. You may view the status of your Service Request at any time by going to:
- <https://footprints.alamo.edu>
 - Enter either your name or the tracking number of your Service Request
- E. In the event new parts are required to correct the malfunction, and the parts are:
1. Items under warranty - Information Technology Services will call the vendor to replace the malfunctioning part if the unit is under warranty.
 2. Items not under warranty- Information Technology Services will replace the malfunctioning part if it not under warranty from their parts inventory but require the customer to replace this part through departmental funds and purchase requisition.
 3. If possible Information Technology Services will issue a loaner system until the required part is available, installed, and the system is operational.
- F. Upon completing the requested service, the assigned Technician will document corrective actions and completion date in the Service Request System for future reference and planning.

Contact for Interpretation: Director, Information & Communication Technologies

Relevant Board Policy:
Relevant SACSCOC Principle:

C.1.9 Appropriate Use of Information Technology Resources



Last Updated: September 6, 2016

Approved: _____
Vice President for College Services