

**PALO ALTO COLLEGE
COLLEGE PROCEDURE**

Procedure Number: F 2.0
Procedure Title: Request for Technical Services
Relevant Board Policy:
Originating Unit: Information Technology
Maintenance Unit: Vice President College Services

I. Purpose: This procedure sets out the format and steps to follow when requesting technical services from the Information Technology, Instructional Innovation Center and Institutional Research.

II. Procedure Statement:

- A. The IT Technology Support Center provides on-site maintenance and technical support services for the campus academic and staff computer systems. These services include, but are not limited to:
1. Repair services for the computers and peripherals purchased with Palo Alto College funds; and
 2. Technical services to include PAC 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 Form to the Center by one of the following means:
1. Submit the Service Request Form from a computer on campus at:
<https://footprints.alamo.edu/MRcgi/MRentrancePage.pl>
 2. Verbally submit a Service Request Form by calling (210) 486-3777.
 3. Email your request to PAC-ITSUPPORT@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/MRcgi/MRentrancePage.pl> and entering either your name or the tracking number of your Service Request. *Due to the department's academic lab priority and limited resources, please allow 2 days for the requested services.*
- E. In the event new parts are required to correct the malfunction, and the parts are:

1. Available on campus, Items under warranty - Information Technology Services will call the vendor to replace the malfunctioning part if the unit is under warranty.

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. 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 Computer Technician will document corrective actions and completion date in the Service Request Database for future reference and planning.

Issued: June 10, 2003

Approved: (signed: Ana M. Guzman)

President

Updated: October 15, 2010

Information & Communication
Technology

Updated: April 9, 2015

Approved: (signed: Dr. Mike Flores)

President