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## **ASUB Standard Operating Procedure – 8103**

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### **Standard Operating Procedure Synopsis**

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Title: **ITS SERVICE REQUEST**

Approval Date: April 27, 2022

Revision Date, if applicable:

Review Date(s): May 31, 2023

Annual Review Month: May

Responsible Officer (RO): Vice Chancellor for Information Technology

Standard Operating Procedures Manager (PM): Director of ITS Client Services

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### **A. Purpose and Scope**

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The purpose is to provide an organized structure to review and work through requests. Team Dynamix is the software used by Information Technology Services to view, respond, and complete tickets as they were entered.

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### **B. Definitions**

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*ITS* - Information Technology Services

*Service Request* – An email to ITS at [helpdesk@asub.edu](mailto:helpdesk@asub.edu) from a user, requesting assistance or knowledge.

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### **C. Procedures**

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1. Compose an email to [helpdesk@asub.edu](mailto:helpdesk@asub.edu).
2. List any and all questions.
3. Send the email.

4. A response will be provided within 48 hours of the completion of the ticket.

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**D. Related Information**

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