



ASUB Standard Operating Procedure – 8103

Standard Operating Procedure Synopsis

Title: **ITS SERVICE REQUEST**

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Annual Review Month: May

Responsible Officer (RO): Vice Chancellor for Information Technology

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

A. Purpose and Scope

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 are entered.

B. Definitions

ITS - Information Technology Services

Service Request – An email to ITS at helpdesk@asub.edu from a user, requesting assistance or knowledge.

C. Procedures

1. Compose an email to 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.

D. Related Information
