



5.2.3 Infrastructure Solutions Requests

Chapter 5 - Information Technology	Original Effective Date: June 2000
Section: 5.2 Infrastructure Solutions	Date Last Reviewed: May 2023
Responsible Entity: Vice President and Chief Information Officer	Date Last Revised: May 2017

I. Purpose

The purpose of this policy is to establish the Infrastructure Solutions Request procedure.

II. Scope

This policy applies to all faculty, staff, trainees and students in all business units, departments, centers, and programs who engage in IT University activities at UT Health San Antonio.

III. Policy

Requests for services should be made by submitting an electronic Service Request Form. IMS Service Desk is responsible for directing the request to the appropriate service division within Infrastructure Solutions. Telephone repair can be submitted online via the client portal or may call the IMS Service Desk at 567-7777 opt 1 to initiate a repair order. To submit a service request electronically, please reference the appropriate links at <https://uthscsa.teamdynamix.com/TDClient/2009/Portal/Requests/ServiceCatalog?CategoryID=14832>.

IV. Definitions

There are no defined terms used in this Policy.

V. Related References

There are no related documents associated with this Policy.

VI. Review and Approval History

A. The approving authority of this policy is the University Executive Committee.

5.2.3 Infrastructure Solutions Requests

B. The review frequency cycle is set for three years following the last review date, a time period that is not mandated by regulatory, accreditation, or other authority.

Effective Date	Action Taken	Approved By	Date Approved
06/2000	Policy Origination		
05/2017	Policy Review		
05/2023	Policy Review without Changes		