



### 5.5.3 Service Requests

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| Chapter 5 - Information Technology                               | Original Effective Date: June 2000 |
| Section: 5.5 Information Technology Service Management           | Date Last Reviewed: May 2023       |
| Responsible Entity: Vice President and Chief Information Officer | Date Last Revised: April 2017      |

#### I. Purpose

The purpose of this policy is to establish how to submit a service request to the IMS Service Desk.

#### II. Scope

This policy applies to all faculty, staff, students, residents, healthcare providers, researchers, contractors, or any other individual (collectively, Workforce Member, including employees and non-employees).

#### III. Policy

Procedures

Requests for services should be made on an IMS Service Request for network, telephone, computer and other IMS services. The IMS Service Desk is responsible for assisting users in completing the request or directing the request to the appropriate area for resolution. You may contact the IMS Service Desk at (210) 567-7777 option 1, or [ims-servicedesk@uthscsa.edu](mailto:ims-servicedesk@uthscsa.edu).

#### 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.

**5.5.3 Service 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.

| <b>Effective Date</b> | <b>Action Taken</b> | <b>Approved By</b> | <b>Date Approved</b> |
|-----------------------|---------------------|--------------------|----------------------|
| <b>06/2000</b>        | Policy Origination  |                    |                      |
| <b>04/2017</b>        | Policy Revision     |                    |                      |
| <b>05/2023</b>        | Policy Review       |                    |                      |