



I. 5.5.3 Service Requests

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

II. Purpose

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

III. 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).

IV. Policy

A. 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.

V. Definitions

There are no defined terms used in this Policy.

VI. Related References

There are no related documents associated with this Policy.

VII. Review and Approval History

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

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Effective Date	Action Taken	Approved By	Approved Date
06/2000	Policy Origination		
04/2017	Policy Revision		
05/2023	Policy Review		