Union County College
IT Support Request Procedure
Last Updated: 6/19/2018

Introduction

This procedure will outline the necessary steps taken by UCC Faculty, Staff and Students to request IT Support. Requestors should follow the below methods to ensure timely and efficient service for their IT needs.

Scope:

Requesting support:

There are 3 ways that UCC Faculty, Staff and Students can request IT support or report any IT related issues. Below are the available options to request IT support.

NOTE: It is highly recommended that an individual request is made for each type of service requested to ensure all needs are promptly and effectively addressed. For example, if a requestor is having issues with both their PC powering on and would also like to request access to a shared folder. To get both issues quickly remediated, this should be submitted as 2 separate requests as there are different groups working on each issue.

1- Email – A simple email to techsupport@ucc.edu is the quickest and easiest way to request assistance for all IT related issues. Once sent, a service ticket is created automatically and you will receive an email with a link to the corresponding ServiceNow (SNOW) ticket. You can then track the status and all details related to that issue. As progress is made, you will receive automated emails which you can simply reply if you would like to add additional information to the ticket.

2- Self Service – Any user can request IT support by navigating in a web browser to https://ellucian.service-now.com/ and logging in with their UCC email address and password. When you are in the portal you can fill in all required fields with a brief description of your issue and it will immediately be submitted to IT.

3- Phone support – Within the college, any user can dial the following extensions depending on the campus and the call will be directed to all helpdesk lines on all campuses. If there are no UCC IT staff available, the call will forward off-site to our Central Help Desk (CHD) where your IT related issues will be addressed or triaged so that the proper IT personnel can remediate your request or incident.

Cranford: 7979

Plainfield: 3567

Elizabeth Lessner Building: 2349

Elizabeth Kellogg Building: 2355

Change Management and HR/Legal Requests:

Change Management Requests – A Change Management request is defined as something out of the ordinary scope of IT requests for a department or user. In a request for any of the following, a justified request must be sent from the department head (director or above) via email to: techsupport@ucc.edu

1. Software Access – Colleague access, new application requests, application access.

2. Specialty email access - Departmental mailbox; Distribution list;

3. Data Requests - Departmental folders; Data restorations.

4. Hardware Requests - Request for new workstation(s); peripheral(s); IT related accessories.

HR and Legal Requests – A Human Resources (HR) or Legal request is defined as a request containing confidential or restricted information from IT. Any requests that coincide with the below categories are required to be requested by the appropriate staff members within HR, legal or appointed UCC officers via email to techsupport@ucc.edu. If the request is extremely confidential (e.g. requestor does not want more than a few people aware of the situation) The request will be sent directly to the CIO or Director to ensure confidentiality is maintained.

- Legal Requests – OPRA requests, EDiscovery.

- HR Requests - Addition and termination of employee accts, Access to another users' directory or email.