

## 08-01-00 Technology Services Department (TSD) Service Desk Policy

### PURPOSE

The purpose of this policy is to define the establishment and purpose of the TSD Service Desk.

### POLICY

- The TSD Service Desk will act as liaison for students, faculty and staff with the Technology Services Division.
- TSD Service Desk opens service tickets to record requests made by students, faculty and staff directed toward the Technology Services Division staff, although many requests not requiring escalation to an Analyst or Technician may be fulfilled by the Help Desk directly.
- TSD Service Desk maintains a website "servicedesk.nsc.edu" in which information addressing common service requests can be found.
- The TSD Service Desk assists the Library and Learning Center in helping students, faculty and staff with Technology-related issues. The TSD Service Desk helps maintain the Technology equipment in the Library and Learning Center.

### CHANGE LOG

Date	Change	By
3/17/2021	Policy created	PAK
9/14/2023	Changed all wording "help desk" to "service desk"	JMS

*Approved by President's Cabinet 6/14/21; updated 12/11/23*