



## Introducing the IT Service Desk

Information Technology Services (ITS) is launching a new online Service Desk on Friday, October 31, 2008. The Service Desk will be the one-point-of-contact for all Cal State East Bay faculty and staff members to access IT services. The launch of the online Service Desk is the first phase in creating a one-stop destination for IT services. Subsequent phases will include opening up the Service Desk to students; enhancing Service Desk routing, escalation, and reporting functions; and reinstating a staffed Service Desk hotline in early 2009.

### Features & Benefits

- Log in with your NetID and password
- Create and submit IT service tickets online
- Track and view your tickets, both active and closed, online
- Include attachments with your service request
- Automatic escalation within IT if your ticket is not responded to within a specified time period
- Name and email address automatically populate, based on information stored in the NetID system
- Ability to notify someone else that a ticket has been created (if you open a ticket for someone else)

### Getting Started

- Beginning October 31, go to [www.csueastbay.edu/servicedesk](http://www.csueastbay.edu/servicedesk)
  - Log-in with your NetID and password
  - Select "Open a Ticket" at the top of the page
  - Complete the requested information (Note: required fields are marked with an asterisk)
  - Enter "Submit"
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- To look at your active and closed service requests, select "View My Tickets" at the top of the page
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- When finished submitting or viewing your service requests, select "Log Out" at the top of the page

### Getting Help

For assistance using the IT Service Desk, review the Service Desk FAQ's (available online beginning 10/27) or contact the Service Desk team at [sdteam@csueastbay.edu](mailto:sdteam@csueastbay.edu).

For questions about available IT services, contact your ITS Relationship Manager.

### Quick Facts

- Service Desk will go live 10/31
- Access Service Desk at: [www.csueastbay.edu/servicedesk](http://www.csueastbay.edu/servicedesk)
- Training will be available:  
Week of October 27  
Week of November 3
- For assistance with the Service Desk, read the FAQ's (available 10/27), or contact the Service Desk team at: [sdteam@csueastbay.edu](mailto:sdteam@csueastbay.edu)

