

## **Requesting Support and Response Times**

The Eller Information Technology group provides a variety of college-wide support activities for the faculty and staff of the Eller College of Management. Services include:

- User software and hardware support;
- Desktop support for over 800 desktop PCs;
- Windows and internet TCP/IP networking services;
- Windows server infrastructure;
- Desktop / Notebook system specification and procurement services;
- In-house turnkey software application development.

### **How to Request Support**

Contact Eller IT:

- Online support request form:  
<http://it.eller.arizona.edu/supportforms/WebForms/RequestSupport.aspx>
- Phone: 520./621.2385
- Email: [support@eller.arizona.edu](mailto:support@eller.arizona.edu)
- Help Desk: McClelland Hall Room 335 (inside the Graduate Computing Lab)

### **Support Hours of Service**

Eller IT provides general support Monday through Friday, between the hours of 8:00 AM and 5:00 PM. Eller IT staff will not enter your office unless:

- You are in your office
- Given express permission to enter your office when you are not there
- Required to enter due to a security problem or emergency

## **Desktop and Network Support Response Times**

The response times for desktop or network support requests depend on the nature of the request and on available resources. Eller IT makes every attempt to expeditiously handle incoming support requests. Depending on the nature of the request, Eller IT will respond to service requests anywhere from within 1 hour (for critical problems) to 48 hours (for low priority requests) of the receiving the request.

When there is a high volume of requests, requests are addressed based on priority and the order received.

If submitting support requests via the web-based form, you will be asked to provide a day and time of the desired service. If you call or submit a service request via email, please indicate several day and time alternatives for the technicians.

## **Response Times for Other Services**

For all other requests, the schedule will be determined based on the nature and circumstances of the services required.