

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.2	Systems and Network Operations	Revised:	
Policy 5.2.3	Service Requests	Responsibility:	Vice President and Chief Information Officer

SERVICE REQUESTS

Procedures

Requests for services should be made by submitting a [Communications Service Request Form](#) to Customer Services. To submit a service request electronically, go to <http://ims.uthscsa.edu/>. Systems and Network Operations (SNO) services for new or transfer employees may be requested at <http://ims.uthscsa.edu/>. Repair requests or telephone operator services do not require a service request. Call Customer Services to initiate a repair order. Written procedures, rates, and instructional material can be found in SNO's *Customer Handbook* online at <http://ims.uthscsa.edu/communications/pricelist.aspx>.
