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## **Policies & Guidelines** <sup>[1]</sup>

The UIS Service Desk provides a broad range of services and tools to ensure smooth operations for staff within the System Administration Office. We are the first line of contact for UIS customers and we support and enforce policies and Service Level Agreements (SLAs) for each department within UIS. We also drive the policies and procedures that govern desktop hardware and software for the System Administration Office.

[Supported Browsers](#) <sup>[2]</sup>

[UIS Hardware Standards](#) <sup>[3]</sup>

[UIS Software Standards](#) <sup>[4]</sup>

[UIS Hardware and Software Request Form](#) <sup>[5]</sup>

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