



University of Colorado

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UNIVERSITY INFORMATION SYSTEMS

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Services We Provide ^[1]

The UIS Service Desk provides the following services. For additional information and to request or schedule service assistance, please contact the UIS Service Desk at 303-860-4357 (HELP) or email us at help@cu.edu ^[2].

Procurement

The UIS Service Desk advises and offers strategic planning to System Administration departments on hardware and software purchases. We assist with purchasing IT-related equipment. Departments are responsible for budgeting appropriate funds for those purchases. We facilitate the purchase of new computers through the University Price Agreement between CU and Dell. With this agreement, CU System Administration departments are able to purchase desktop and laptop computers at exceptional savings.

Hardware Support

We facilitate the repair and/or replacement of any faulty desktop or laptop that is covered under manufacturer's warranty free of charge. We also assist in purchasing and installing parts for those computers that are out of warranty. Refer to ^[3][Hardware Standards](#) ^[3] for additional information about the hardware we support.

Software Support

We assist with the purchase of software and install standard applications and additional software obtained through us. We also troubleshoot software errors and make support calls to third party vendors for supported software. We will make our best effort to assist with unsupported software. System Administration departments are eligible to receive many software applications free of charge and are responsible for the cost of licenses and support fees for non-standard software purchases. Refer to the [Software Standards](#) ^[4] page for information about our standard applications.

User Account and Email Provisioning

We setup new user accounts, add them to appropriate security groups, create CU.edu email accounts and allocate disk space on the network for personal shared drives.

Mobile Device Support

We assist with the configuration of wireless and cellular devices (such as tablets and smartphones) to connect to CU email, calendars and contact synchronization.

Printer Configuration, Installation and Troubleshooting

We provision access to departmental printers located on our print servers and troubleshoot printer connection issues. We can help with changing "wear and tear parts" that are easily replaceable and with errors that do not require a technician (such as clearing paper jams). For more sophisticated mechanical repairs of printers, we contact the manufacturer.

Video Conference Services

We assist with setup of video conferences, troubleshoot connectivity and assist with audio & video problems in any of our video-capable conference rooms.

Network and Telephony

We perform initial troubleshooting of network issues. We also provide telephone support for the CU System Administration Building, 1800 Grant Street. We setup new phones, provision new users, assist in resetting voicemail passwords and train users on our phone systems. Additionally, we troubleshoot phone and voicemail problems, as needed. Note: Employees physically located on CU campuses should request telephone support from their campus's IT departments.

Groups audience:

University Information Systems

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Links:

[1] <http://www.cu.edu/uis/uis-service-desk/services-we-provide>

[2] <mailto:help@cu.edu>

[3] <http://www.cu.edu/university-information-systems/uis-hardware-purchase-standards>

[4] <http://www.cu.edu/uis/uis-service-desk/policies-guidelines/uis-software-standards>