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Services we provide [1]



Asset Management

The UIS Service Desk will be working will all of System Administration to tag, document, and track CU System assets. Please reach out to the Service Desk if you have questions or need assistance.

Collab Cafe

As part of UIS' commitment to empowering staff with the knowledge and tools they need to succeed in their roles, UIS is hosting Collab Cafe. These informal sessions will provide in-depth discussions of specific tools, services and collaborative topics relevant to the University of Colorado System Administration Staff. CU System staff can learn more at the Collab Cafe SharePoint site [2].

Hardware Support

The UIS Service Desk advises and offers strategic planning to System Administration departments on hardware and software purchases. We facilitate the repair and/or replacement of any faulty desktop or laptop covered under the manufacturer's warranty. We also assist with purchasing and installing parts for out-of-warranty computers. We also extend a check-out equipment service, as needed.

Network and VPN

The UIS Service Desk performs initial troubleshooting of network issues. Access VPN guides [3].

Onboarding

The UIS Service Desk is responsible for the technical onboarding for all CU System Administration employees. We do everything from procuring hardware, configuring phones, monitors, email, Skype and permissions, to meeting with new employees on their first day and verifying they are set up and ready to go.

Phones

Soft Phones

Soft phones are now available from the UIS Service Desk. Soft phones allow users to use their work phone numbers to place outgoing calls remotely. It's as if you are sitting at your desk at 1800 Grant. Please reach out to the Service Desk for assistance with provisioning.

Desk phone

The UIS Service Desk provides telephone support for the CU System Administration Building at 1800 Grant St. 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. Note: Employees located on CU campuses should request telephone support from campus IT departments.

Mobile phone

The UIS Service Desk assists with the configuration of wireless and cellular devices (such as tablets and smartphones) to connect to CU email, calendars and contact synchronization.

Printers

The UIS Service Desk provisions access to departmental printers on our print servers and troubleshoot printer connection issues. We can help change "wear and tear parts" that are easily replaceable and with errors that do not require a technician (such as clearing paper jams). We contact the manufacturer for more sophisticated mechanical printer repair.

SharePoint

The UIS Service Desk supports SharePoint, the web-based collaborative platform that integrates with Microsoft Office. Learn more here [4].

Software Support

The UIS Service Desk assists with software purchases and install standard applications and additional software we obtain. We troubleshoot software errors, make support calls to third-party vendors for supported software and 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 license costs and support fees for non-standard software purchases.

Technology Purchases

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, but departments are responsible for budgeting appropriate funds for these purchases. We also facilitate new computer purchases through the University Price Agreement between CU and Dell. With this agreement, CU System Administration departments get exceptional savings on desktop and laptop computer purchases.

View our Workstation Standardization presentation here [5].

Video Conference Services

The UIS Service Desk assists with setup of video conferences, troubleshoot connectivity and assist with audio and video problems in our video-capable conference rooms.

Contact us [6] for help.

Groups audience:
UIS Service Desk
Right Sidebar:
UIS Service Desk: Contact

Source URL:https://www.cu.edu/service-desk/services

Links
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