



December 3, 2004

To: Deans, Directors, and Department Heads
From: Sherry Graham, ITS Acting Assistant Vice Chancellor for
User Support and Engagement
Subject: Help Desk Consolidation

We have begun the first part of a multi-phase reorganization of central information technology (IT) services to increase responsiveness and flexibility in meeting campus IT needs. One of the steps in that process was completed this fall when Academic Technology and Networks (ATN), Administrative Information Systems (AIS), and Systems and Procedures (S&P) were integrated under the Information Technology Services (ITS) banner.

We recognize that the ITS help desk is often the first point of contact with ITS. To simplify use of these services and to reflect the tighter integration of IT services, all technical questions – from computer software functionality to cell phone services – should be directed to the central ITS Response Center at 962-HELP. Via this single phone number, customers from across campus can contact IT professionals who can assist with an array of service inquiries 24 hours a day.

Calls placed to other ITS support numbers will be automatically routed to the central ITS Response Center (962-HELP) beginning **December 15, 2004**. However, these legacy numbers will remain in place until the summer of 2005.

We solicit your comments and feedback during the help desk integration; we continually evaluate services to best meet your needs. All help desk requests are followed by an online feedback opportunity, or you can email your general comments to uncsupport@unc.edu.

The ITS Help Desk team (962-HELP) is available 24 hours a day and welcomes your questions. We look forward to speaking with you soon.

ITS Response Center Team
Information Technology Services
962-HELP
<http://help.unc.edu>