The University of Tulsa   **Policy**
Engineering and Natural Sciences Computer Support (ECS)   **Number: 100.02**

Title: Computer Work Request   **Page No:**   1 of   1
                                                     Date: June, 15 2004
                                                     Revision: 3

Purpose Statement:
To define the means by which students, faculty, and staff may request ECS staff work on college owned and operated systems.

Scope of Policy:
All computer systems in the College of Engineering and Natural Sciences and any other computer system supported by ECS Staff.

Policy:
If a member of our faculty, staff, or student body wish to have work done on a computer system, they must first complete a work request at:

http://www.ens.utulsa.edu/cwr

ECS will not accept work requests sent via email or by phone except in the case of an extremely urgent situation that directly hinders the ability of a faculty member to teach a class (e.g. a classroom computer system is not functioning properly, and it is needed immediately for a class). If no one is available in L1-A to help with urgent situations, the best way to report the computer issue is via a work request at the URL listed above.

Procedure:
Open a web browser and go to: http://www.ens.utulsa.edu/cwr. Follow the instructions on the screen to enter a work request.

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