



# University of Idaho

Information Technology Services

**TO:** University of Idaho Faculty, Staff and Students

**FROM:** Dan Ewart, Vice President for Information Technology Services and Chief Information Officer

**DATE:** February 22, 2018

**SUBJECT:** New ITS Tech Support Portal Coming Soon

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University of Idaho Information Technology Services (ITS) is embarking on a focused initiative to improve the user experience for our entire university community. The first result of this initiative is a new portal to connect you with ITS support and services to help you accomplish your university goals.

The new Tech Support Portal will launch later this semester. In the next few weeks, we will host open sessions to allow faculty, staff and students to explore the portal before it launches and learn about how it can improve the way you interact with ITS. The schedule of sessions will be released as soon as it is available.

The Tech Support Portal will provide you with several options for resolving your technology issues and getting the most out of U of I's technology. The portal includes a Knowledge Base filled with information to help you find your own answers, as well as a simple form that will connect you with our technicians if you need help. The portal will allow you to monitor your submitted

tickets and interact easily with ITS throughout the resolution process.

An ITS Service Catalog located in the Tech Support Portal will house information on frequently used services, and allow you to search for the service you need. Can't find what you are looking for in the Service Catalog? The portal offers a simple request form that quickly alerts ITS of your need.

The **existing ITS website** will become an information source for the general public and will provide links to help you connect with the Tech Support Portal. Information about the ITS organizational structure, Technology Solutions Partners, Vandal Overnight Games and links to guidelines, standards and procedures, as well as technology-related policies, will also remain on the existing website.

Our goal for the new portal is to give the U of I community better ways to track your ITS service and support requests, as well as make it easier to connect with the information you need to be successful.

Please look forward to additional information about the portal and open sessions in the coming weeks.

*Dan Ewart*

*Vice President, Information Technology Services*

*Chief Information Officer*

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**[www.uidaho.edu/infrastructure/its](http://www.uidaho.edu/infrastructure/its)**

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