TECHNICAL COLLEGE
OF THE LOWCOUNTRY

PROCEDURE: Requests for Services
Number: 2.3.1.3

Responsibility: Administrative Services (Information Technology Department)
Last Updated: November 1, 2023
Related Policy: 2.3.1 Information Technology Resources

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President

Purpose:

The purpose of this procedure is to outline the method for requesting computer services.

Procedure:

1. Requests for computer services are to be submitted by e-mail to support@tcl.edu. Other methods for requesting services (such as the IT Support Request web pages) are also available.
2. Typical service requests will be handled by the IT Department as quickly as possible, based on the availability of staff and the urgency of the request.
3. Service requests which will require significant amounts of time or resources to accomplish; or any request that could affect the security or integrity of TCL's data or systems must first be cleared with the Chief Information Officer (CIO).
4. Upon review, the CIO may decide to bring service requests which are large in scope or have implications for the College as a whole to the VP for Administrative Services (VPAS) for discussion and further evaluation.
5. If the CIO or VPAS elects to deny a service request, the requestor may appeal the decision to the full President's Cabinet.