

Work Order Request

1. Click on this link, <http://tmaisd.operations.ttu.edu/>
This will take you to the page you see below.

The screenshot shows the Texas Tech University iServiceDesk interface. On the left is a navigation menu with links: Operations Division, Operations Home, Key Management System, Virtual Information Portal, Work Request, Submit a Request, and Search By Number. The 'Search By Number' section has a dropdown menu set to 'Work Order' and a 'GO' button. The main content area features the iServiceDesk logo and a red banner with the text 'For Emergencies call 806.742.4OPS (4677)'. Below the banner are three steps: 1) Select your Facility, 2) Select your Building, and 3) Submit your Request. The 'Select Facility' step is active, showing a dropdown menu with 'TEXAS TECH UNIVERSITY FACILITIES' selected and a 'Next' button. At the bottom, a note says 'If you have questions or comments, please contact us at 806.742.4OPS (4677)'.

2. You will need to use the drop downs to select the correct Facility and Building.
Physical Plant, CHACP1, Grantham and so forth
3. This will take you to the following page.

The screenshot shows the 'Request Form for PHYSICAL PLANT' in the iServiceDesk. The navigation menu on the left is the same as the previous page. The main content area has the same red banner and steps. The 'Request Form for PHYSICAL PLANT' is displayed, with fields for Name, Phone #, E-mail Address, Area or Room #, Account #, Tag #, and Department. The 'Request' field is a large text area with a red label. Below the form are 'Submit' and 'Back' buttons. At the bottom, a note says 'If you have questions or comments, please contact us at 806.742.4OPS (4677)'.

4. Please enter all information you can provide. This will assist the IT team in determining exactly what is needed.

IE. Adobe or Java needs updating, the computer crashed while _____. Details are imperative in the **Request** area and will help expedite the work order. The IT team doesn't always have to go out to the computer. We have the ability to remote into computers in order to fix or update certain things for you.