Submitting a Work Order Request

Operations Division Information Technology

Purpose:
Works orders need to be created when requiring assistance from IS/IT with problems or requests

How to submit a Work Order Request:

1) Visit the following link: http://www.depts.ttu.edu/operations/iServiceDesk-Intermediary.php
2) Click on the main image of the page (see below), or click on the words “please click here”

iServiceDesk Requirements

Online requests are for non-emergencies only! They are processed 7:45 a.m. to 6:45 p.m. M-F. For immediate assistance please call 742-4OPS

System Requirements

Please note that in order to use the Operations Division's Work Request site, you must be on campus and physically connected to the Texas Tech network or be connected through VPN.

VPN connection instructions are here.

If you are ready to continue, please click here.
3) You will be taken to the next page, where you will select the Facility from the drop down menu
   a) Facility options: East Loop Facilities, Health Sciences Center, New Deal Farm Facilities, Off Campus Facilities, Reese Center Facilities, Texas Tech University Facilities

4) Next, you will choose the building you are in by clicking on the drop down arrow and clicking on “Next”
   a) EX: Physical Plant, CHACP 1 or 2, Grantham, etc.
5) Once you are on the request page, you will fill in as much information as possible. The items in red are required. The “Request” box is where you will want to type as much information as possible, so we will be able to understand and be able to take care of the problem or request as efficiently as possible.
   a) Note: you have the option to add 1 attachment, such as, the New Employee Access Form. Click on the “Browse” button and find the file to upload.

6) Lastly, click on the “Submit” button, and the work order will be sent to Work Control, who will be send it to us as quickly as possible.