

For any of these technical issues, please contact bftvtech@ucdavis.edu

3/27/13

IT Time to complete	Total Time	Who?
EMERGENCIES (evaluate/estimate)	same day	IT Team
Key card requests	1 business day	IT Team
Loaner laptop requested for staff/faculty	1 full business day notice required	IT Team
Mailing list creation	1 business day	IT Team
New hardware install - existing system	3 business days after parts arrive - requires system availability	IT Team
New system setup	10 business days from delivery	IT Team
Peripheral failure - in stock	same day	IT Team
Peripheral failure -unavailable	2 business days after parts arrive - requires system availability	IT Team
Printer failure - hardware	1 business day	IT Team
Printer failure - user error	same day	IT Team
Programming - general	1 business day to provide estimate after consultation	IT Team
Software install	scheduled within 2 business days	IT Team
Specify system for purchase	2 business days-to submit quote to approver	IT Team
Staff equipment/office moves	5 business days notice required	IT Team
System failure evaluation with working estimate to repair/recover	1 business day	IT Team
System repairs	3 business days after parts arrive - requires system availability	IT Team
Taping events/interviews and producing DVDs (general A/V)	5 business day notice required / 2 business day turnaround on finished movies	IT Team
User account creation	and submitted - except for new user orientation	IT Team
Website modifications - content	1 business day	IT Team
Website modifications - programatic	1 business day to provide estimate after consultation	IT Team
Website modifications - structural	5 business days	IT Team

IT Team Responsibilities

Computer Desktop Support
Server
Compliance
Computer Software
Computer Teaching Lab
Department Computer Network
Image Deployment
License management and renewal
Quotes, bids for computers, etc.
Computer Inventory
Computer Maintenance