

Information Technology Services Portal

User Guide

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1. Introduction

Welcome to the Information Technology Services self-service portal, your single point of contact for technical services and support. This single point of contact ensures that technical services are managed seamlessly for you in a timely and appropriate manner.

The platform behind the scenes is ServiceNow. ServiceNow is a suite of cloud-based applications for enterprise IT management. It is built and designed around Information Technology Infrastructure Library (ITIL) principles. Organizations deploy ServiceNow to create a single system of record for enterprise IT, to lower operational costs, and to enhance efficiency.

SUPPORTED BROWSERS: Chrome, Firefox and Safari.

Information Technology Services provide support for a variety of technology services, including:

End User Support Services

- o Access and accounts, including password resets
- o Computer software
- o Equipment requests, including computers and accessories, printers/scanners, mobile devices
- o Network connectivity
- o Virus remediation

Messaging, Collaboration, and Communications Services

- o Cellular services, telephones, and cable TV
- o Cloud file sharing
- o Email and calendaring
- o Network infrastructure and radio
- o Mailing lists and listservs
- o Web conferencing and IM services

Enterprise Business Applications

- o Electronic Timekeeping
- o ARIT Business Applications
- o Campus Financial Systems
- o ServiceNow
- o UC Learning Center
- o UCPATH technology services

Advanced Technical Services (services for IT providers)

- o Application support
- o Identity and access
- o Infrastructure
- o Messaging and collaboration

For a complete listing of IT Services offerings, please visit the portal at ithelp.ucsb.edu. This guide is intended to provide information about ITS services. A copy of this guide, as well as a selection of short tutorial videos, is available at training.ets.ucsb.edu.

2. Contacting IT Services & Response Time

2.1 How to contact us

The Information Technology Services portal represents multiple IT service providers; who to contact depends on your IT support area and/or the services you require.

Administrative and Residential Information Technology (ARIT)

Phone: 805-893-5555

Website: <https://www.arit.ucsb.edu/our-services>

Cellular Telephone Services

Phone: 805-893-5718

Website: https://www.commserv.ucsb.edu/faculty_and_staff/cellular.asp

Communications Services

Phone: 805-893-8700

Email: help@commserv.ucsb.edu

Website: https://www.commserv.ucsb.edu/products_and_services

Enterprise Technology Services (ETS)

Phone: 805-893-5000

Website: <https://www.ets.ucsb.edu/services/enterprise-technology-service-center-etsc>

2.2 Guidelines for escalation of services

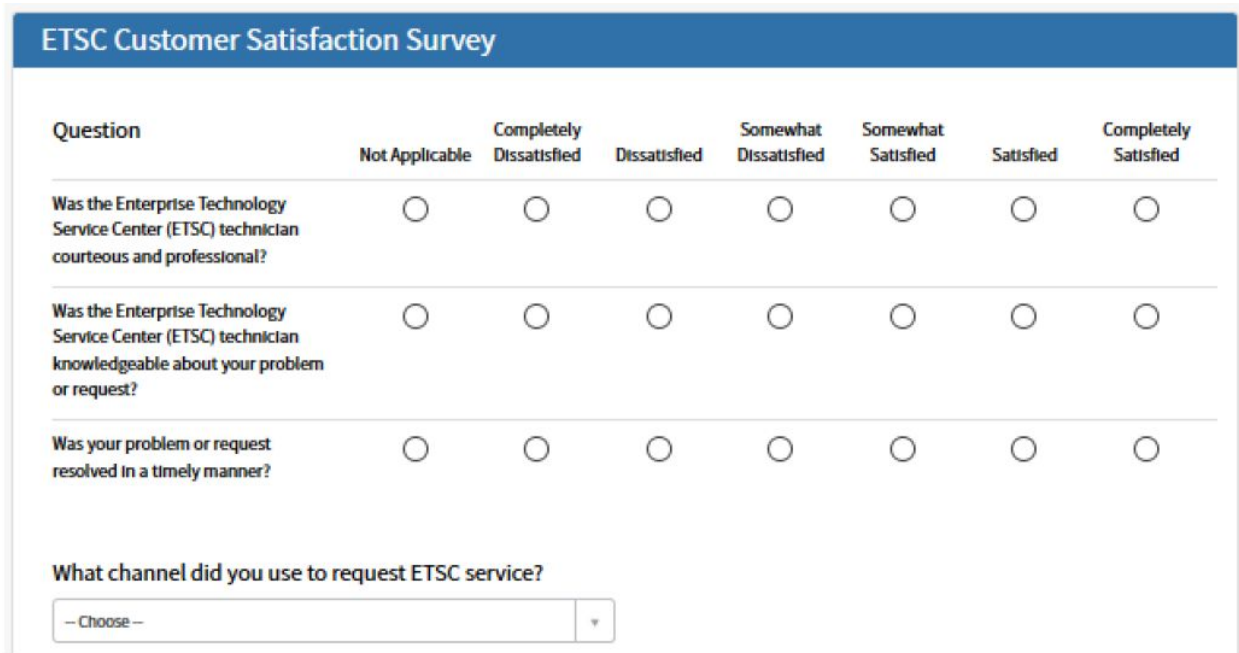
Occasionally you may wish to request that service request be processed faster than usual. Please be aware that the IT Service Provider will consider the financial impact, customer impact, and whether a work-around is available prior to escalating. For example, the following escalation mechanisms are available for ETS customers:

1. For pervasive and consistent service issues or adjustments to existing service, please contact Tim Krause, tim.krause@ucsb.edu.
Manny Cintron, mcintron@ucsb.edu.
2. For service level escalations with financial or customer impact and no workaround, please contact the ETS Call Center (805-893-5000).

2.3 Customer survey program

Your feedback is critical for our ability to improve services.

Some services will generate an email asking you to fill out a brief survey regarding your experiences with technicians, response time, contact channels, and overall service. You will need to log on with your UCSBNetID to complete the short survey. When finished marking your responses, click Submit.



The screenshot shows a survey form titled "ETSC Customer Satisfaction Survey". It features a table with columns for response options: "Not Applicable", "Completely Dissatisfied", "Dissatisfied", "Somewhat Dissatisfied", "Somewhat Satisfied", "Satisfied", and "Completely Satisfied". There are three rows of questions, each with a radio button under each column. Below the table is a dropdown menu for "What channel did you use to request ETSC service?".

Question	Not Applicable	Completely Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Completely Satisfied
Was the Enterprise Technology Service Center (ETSC) technician courteous and professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the Enterprise Technology Service Center (ETSC) technician knowledgeable about your problem or request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was your problem or request resolved in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What channel did you use to request ETSC service?

-- Choose --

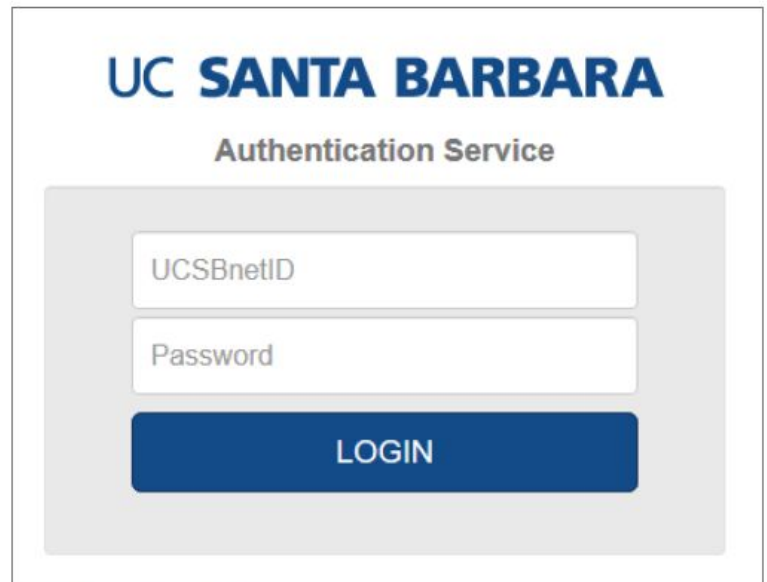
You can also access any pending surveys under "My Surveys" on the left of the Information Technology Services home page. Each survey includes a link to the ticket associated service ticket. Please remember that not all services will generate surveys.

3. Navigating the Information Technology Services Portal

The Information Technology Services Portal is a website you can use to request the creation, deletion, or modification of technology service requests, or to report a problem (i.e., something is broken or service is disrupted). You can use the portal to create a service ticket that will be routed to the appropriate service team for fulfillment.

3.1 How to log in

1. To access the IT Services Portal, open an internet browser and navigate to ithelp.ucsb.edu. This will route you to UCSB's authentication page.
2. Enter your UCSBNetID and Password, and click the blue LOGIN button.

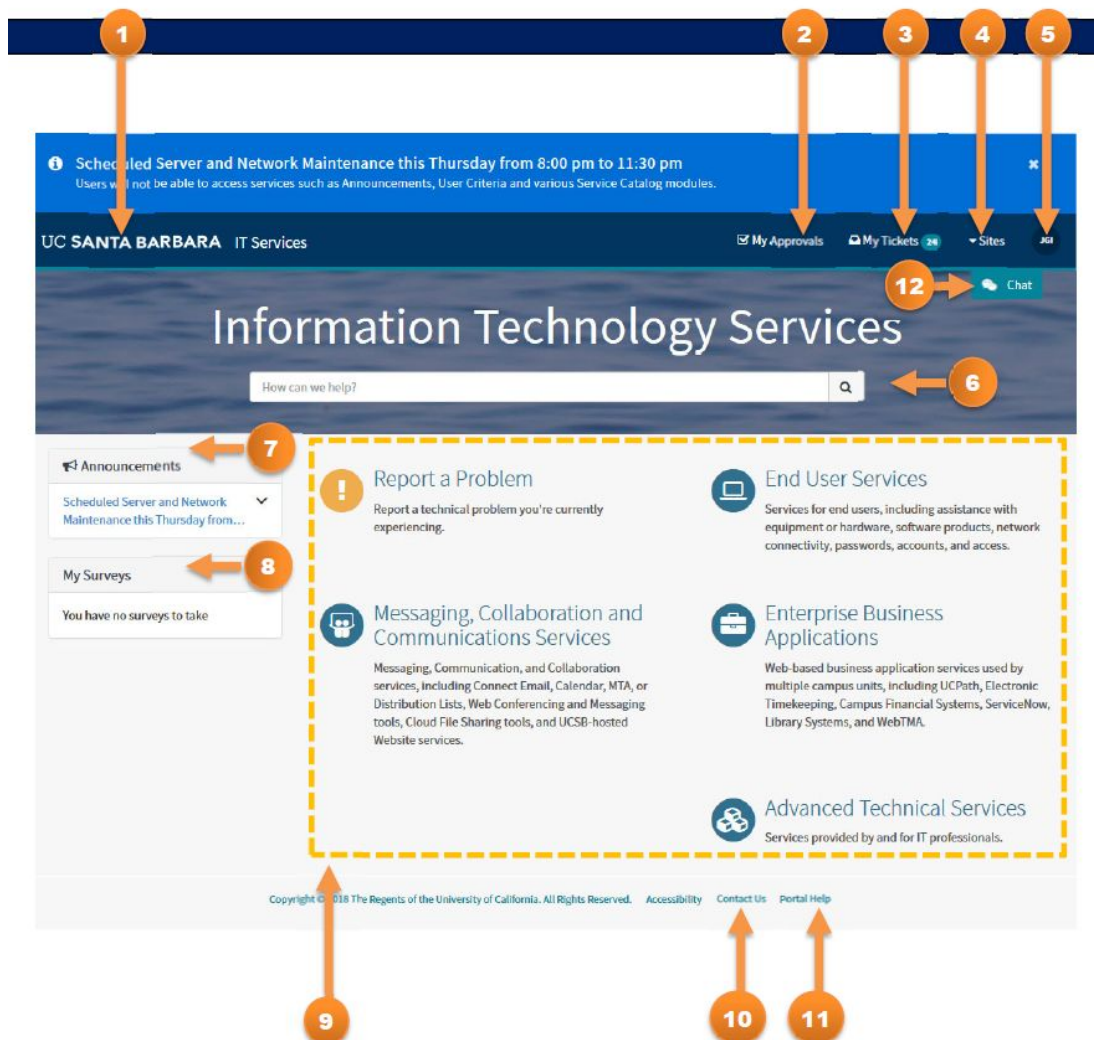
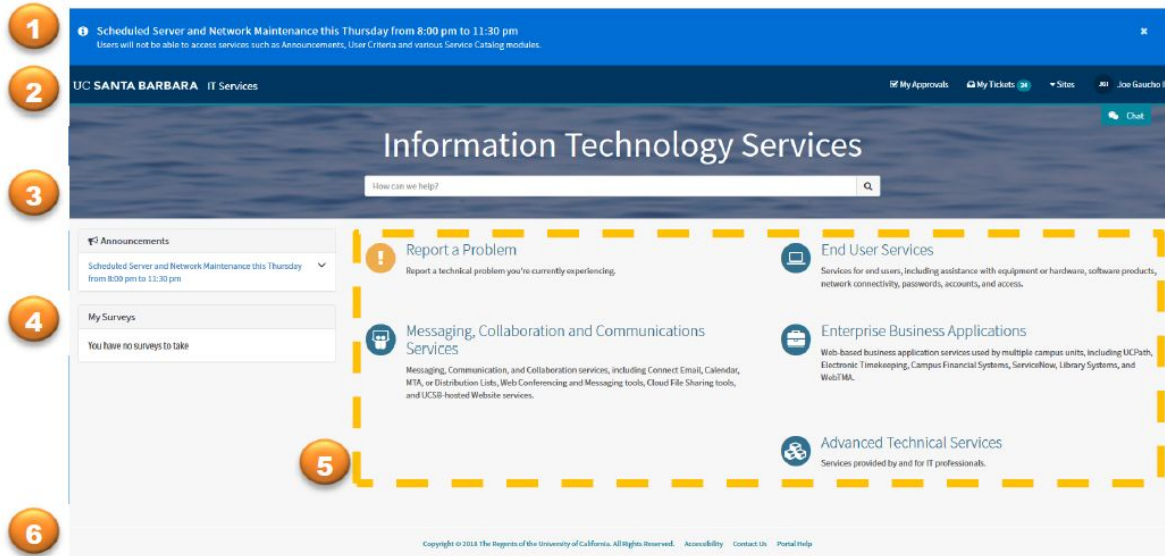
The image shows a screenshot of the UCSB Authentication Service login page. At the top, the text "UC SANTA BARBARA" is displayed in a large, bold, blue font. Below it, "Authentication Service" is written in a smaller, bold, blue font. The main content area is a light gray box containing two white input fields: the first is labeled "UCSBnetID" and the second is labeled "Password". Below these fields is a prominent blue button with the word "LOGIN" in white, uppercase letters.

UCSB's authentication page.

3.2 The portal

The primary user interface of the Information Technology Services Portal is divided into six areas:

- 1) The blue announcement area displays important announcements at the top of the screen. The area can be collapsed manually; it will expand again automatically when the next urgent announcement is posted.
- 2) The banner and navigation bar gives access to the home page, approvals, open tickets, other ServiceNow sites, user profile, and logout links.
- 3) The Search bar allows for searching with keywords.
- 4) The Announcements & My Surveys area displays announcements and outstanding customer service surveys that need to be completed.
- 5) The Main content area presents groups of services. Each group has a flyout menu that displays service sub-categories that give access to specific service offerings.
- 6) The Footer provides links to web accessibility, service desk contacts and portal help information.



The primary areas of the Information Technology Services portal contain the following features:

1. Return to landing page button

The UC Santa Barbara logo is displayed on every portal screen. Clicking on the logo directs you back to the Information Technology Services home page.

2. My Approvals

This dropdown menu displays links to any items you need to approve as part of a workflow process.

3. My Tickets

This dropdown displays a list of up to 30 of your open service tickets, with the latest at the top. The link labeled "View all tickets" takes you to a page listing all your service tickets, including ones that have been closed.

4. Sites

Links to additional UCSB ServiceNow sites, like Human Resources Services and Business and Financial Services.

5. User Profile/Logout

This button gives you access to your ServiceNow profile and also provides you with the logout link.

6. Search bar

This field allows you to search the catalog by entering keywords and wild card searches.

7. Announcements

This area displays all active announcements, such as system maintenance times or major technical events impacting specific units or the campus as a whole.

8. My Surveys

This area gives you access to any pending customer service surveys. Not all services generate surveys. Surveys are optional, but completion helps your providers improve the services they offer.

9. Main Content Area

a. Report a Problem

i. Use this category to report a problem with an end user service; an enterprise business application; messaging, collaboration, and communications services; or a ResNet network connection. You can also request a password reset here.

b. Messaging, Collaboration, and Communications Services

i. Use this category for requesting services having to do with Messaging, Collaboration, and Communication Services, including Connect email and calendaring, MTA, and distribution lists; Web conferencing and Instant Messaging tools; Cloud file sharing tools; UCSB-hosted websites; and telephone, radio, network infrastructure, and cable TV services.

c. End User Services

i. Use this category when requesting services for end users, including assistance with equipment or hardware, software products, network connectivity, passwords, accounts, and access.

d. Enterprise Business Applications

i. Use this category to request help with major campus or unit business applications, including Electronic Timekeeping, Campus Financial Systems, ServiceNow, UCPath Technology Services, Library Systems, and ARIT-supported applications.

e. Advanced Technical Services

i. This category represents high-level technical services typically provided by IT professionals for IT professionals, including application enhancement requests, infrastructure services, and more.

10. Contact Us

Links to a list of the services providers represented in the Information Technology Services catalog, with their contact information.

11. Portal Help

This link takes you to a training and information resource with videos and reference documents on how to use the Information Technology Services portal.

12. Chat

Allows you to chat with an ETS Service Desk associate. This is currently available to ETS customers only.

4. Using the Services Catalog

The purpose of the Services Catalog

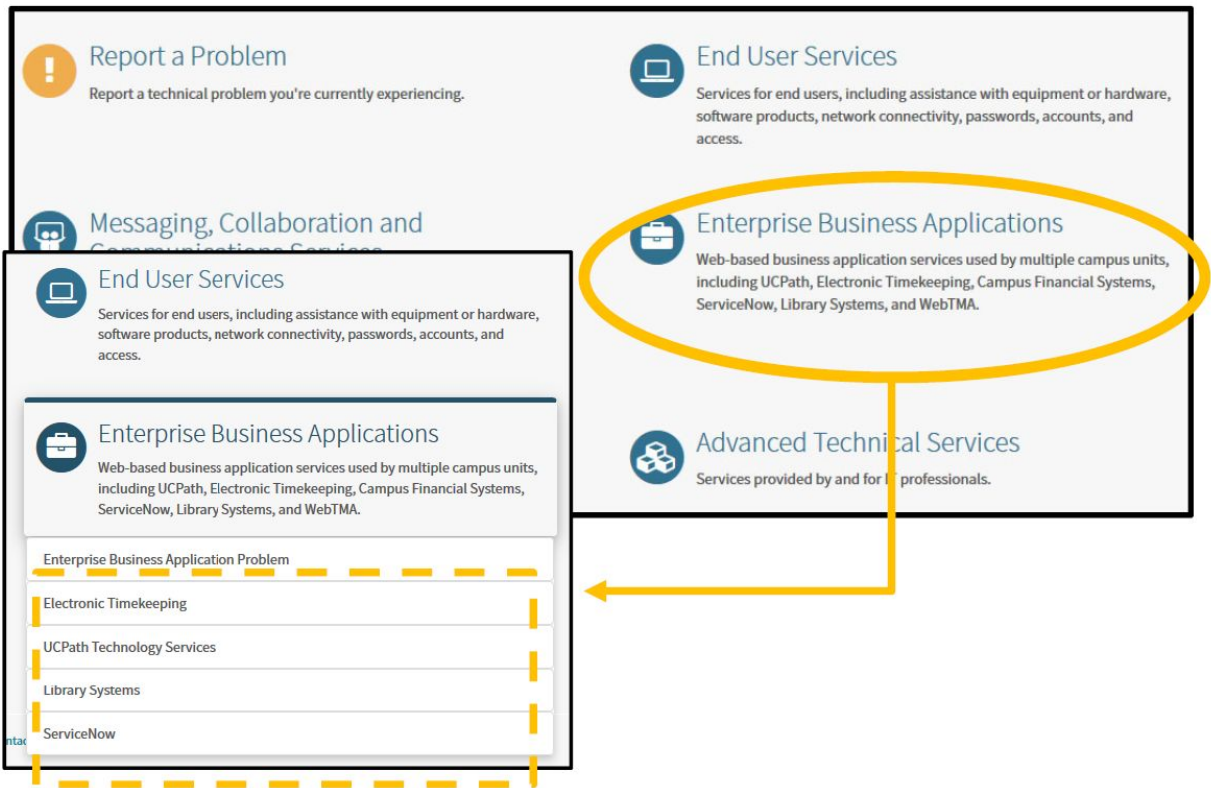
The Information Technology Services catalog is an organized collection of technology-related services that multiple IT service departments offer to you. It acts as a service management tool for our technicians, allowing them to efficiently route Problems and Requests to the appropriate service team member.

4.1 Viewing the Service Catalog

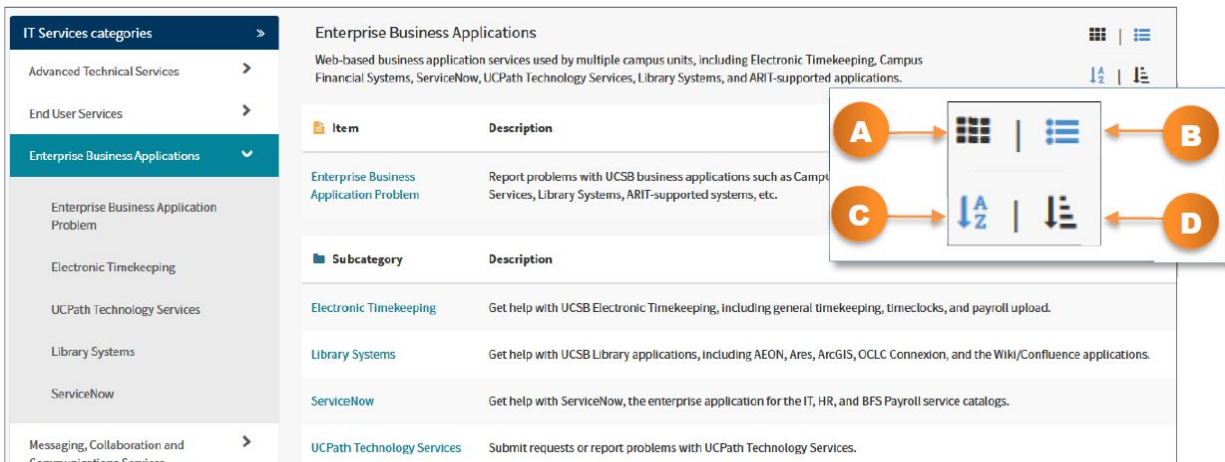
When accessing the Information Technology Services portal, you will be presented with a list of catalog service groupings, which contain subcategories that in turn contain Items or service offerings. The main service groupings are:

- Report a Problem
- End User Services
- Messaging, Communication, and Collaboration Services
- Enterprise Business Applications
- Advanced Technical Services

1. Hover your mouse over a catalog category to view a list of the subcategories.



2. Clicking on a category will present a view with all catalog Items and Subcategories.



- A) Displays the page in Card View [default view].
- B) Displays the page in the Grid View [view shown above].
- C) Sorts the Items and Subcategories by alphabetical order.
- D) Sorts the Items and Subcategories by popularity.

Once you choose a View or sort order, ServiceNow will remember it until you change it again.

4.2 Item/Service Offerings

Clicking on a Subcategory reveals the items or service offerings. Clicking the item title takes you to the appropriate form. Fields where your input is required are identified with a red asterisk (*) which changes to black after you have entered the required information. The required fields also show as red tags on the right under the Required Information area. When the information has been entered in the fields, the tags will disappear from the Required Information area. The more pertinent information that you include will help the technicians respond to your ticket with speed and efficiency.

When filling out a service ticket please:

1. Fill out both the required and any appropriate optional fields with as much detailed information as you have available.
2. Note that when placing a Request, you will use the Order Now button. When reporting a Problem, you will use the Submit button.

Request example

The required fields are denoted by a red asterisk (*) and red tags on the right. Note the Order Now button.

The screenshot shows a web form titled "Timekeeping Question or Request" with the subtitle "Submit a question about UCSB electronic timekeeping, timeclocks, or payroll uploads." The form is divided into sections: "Requested for Information" with a dropdown menu set to "No"; "Details" with a dropdown menu set to "None"; and "Description" with a text input field. On the right side, there is a "Required information" section with two red tags: "I need help with (select one):" and "Description". At the top right, there is a dark blue "Order Now" button. At the bottom right, there is a paperclip icon and the text "Add attachments". Three yellow circles highlight the "Order Now" button, the "Required information" section, and the "I need help with" and "Description" fields.

Problem example

The required fields are denoted by a red asterisk (*) and red tags on the right. Note the Submit button.

End User Service Problem
Report problems with equipment, software products, network connection, accounts, access, or other end user services.

Use this service to report a problem with equipment (e.g., computer and accessories, printer/scanner, etc.), software products installed on your computer, a network connection, accounts, access, or other end user service.

Requested for Information
* Are you submitting this ticket on behalf of someone else?
No

Impact & Urgency Information
* Urgency
Low
* Impact
None

Details
* Service experiencing Problems or Type of Problem
None
* Computer Type
Desktop
Laptop
* Description
Describe your request in further detail.

Required Information
Impact | Service experiencing Problems or Type of Problem
Computer Type | Description

Submit

Add attachments

5. Understanding Service Tickets

Service Tickets facilitate the efficient processing, documentation and tracking of Problems and Requests. Nothing should get in the way of you doing your work, but if something does, submitting a service ticket gives us the best opportunity to resolve the problem or fulfill your request.

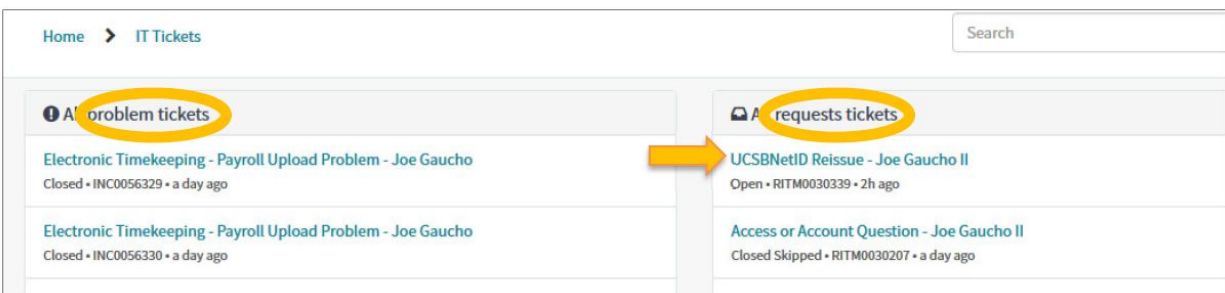
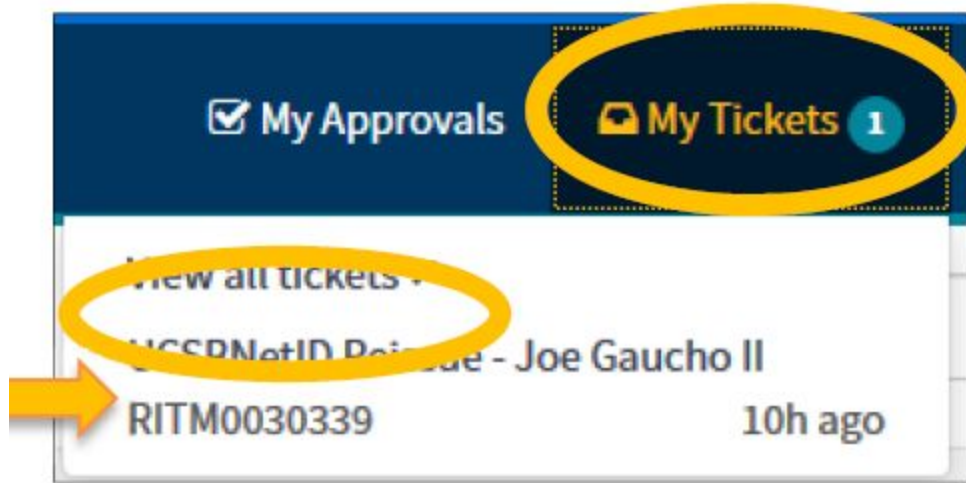
Service Tickets facilitate solutions in the present while providing us with the information we need to serve you better in the future.

5.1 Viewing My Tickets

1. Go to the Information Technology Services portal website: ithelp.ucsb.edu
2. On the navigation bar you will see a link called "My Tickets."
3. Click this link to see up to 30 of your open service tickets, with the most recent at the top of the list.
4. Use the "View all tickets" link to see all of your open and

closed service tickets.

5. To view a service ticket, click on the ticket's title, either from the short dropdown menu or on the all service tickets view.



All service tickets include a prefix followed by a number.

- Requests Items will have RITM... and their service Item designation.
- Problems will have INC... (short for incident) and include a short description.
- Requests will have REQ... when using order guides with multiple options selected.

5.2 Creating tickets

5.2.1 Request Tickets

Identify what it is you need. In this example, we need to have our computer's operating system restored, which is a request service ticket.

1. In the search field, enter "configure equipment" and press the magnifying glass icon or the Enter key on your keyboard. You can also find this option under "End User Services > Equipment."
2. The search will return a catalog item labeled "Configure Equipment." Click on its title.
3. A form will open that is specific to your request. Fill in required fields (indicated by a red asterisk, which turns black when the field is filled in).

Configure Equipment

Request help to set up new or existing IT hardware such as a computer or printer.

Order Now

Requested for Information

* Are you submitting this ticket on behalf of someone else?

No

Details

* Equipment Type

Computer

* Computer Type

Desktop

Laptop

* Description

Describe your request in further detail.

Add attachments

Required information

Computer Type
Description

4. Enter all of the pertinent information and click Order Now.
5. You'll be taken to the service ticket view where you'll see confirmation that your form has been submitted, the date and time of submittal, and the item number assigned to this Service Request ticket. Click the title under "Requested Items" to see the details of your specific request, and to add comments to your ticket.

REQ0030226
A container for the request you submitted. View the Items in your request below.

Requested Items

Configure Equipment
RITM0030253

- Request Approved (Approved)
- Fulfillment Waiting for Catalog Task: Standard IT Fulfillment Task (In progress)
- Completed (Pending - has not started)

Your request has been submitted

Number	Requester
REQ0030226	Joe Gaucho II
State	Opened
Open	3m ago
Updated	
3m ago	

Attachments

There are no attachments

5.2.2. Request Tickets

An order guide request is a way to request multiple items using a single form that provides options for each item. This avoids the need to enter multiple tickets for each single item. The following is an example of an order guide for *Requesting Equipment for yourself*.

1. Access the Information Technology Service portal, hover your mouse over the End User Services category, and click on Equipment.
2. From the available items, choose Request Equipment. The Order Guide will open.

3. In the Are you submitting this ticket on behalf of someone else? field, choose No.
4. Click the following check boxes from the Details area.
 - a. Computer
 - b. Monitor
 - c. Keyboard
5. Click the Next button.

Request Equipment

Submit an order request for computer, keyboard, mouse, monitor or other equipment.

Describe Needs Choose Options Summary

Submit an order request for computer, keyboard, mouse, monitor or other equipment

Requested for Information

*Are you submitting this ticket on behalf of someone else?

No

Details

Computer
 Monitor
 Keyboard
 Mouse
 Printer/Scanner
 Mobile Device
 Other Equipment

Schedule this request to be delivered at a specific date and time? Otherwise, it will be delivered as soon as possible.

Next

6. You will now be presented with options for each item.
7. Click on the right chevron icon to make your selections.

<input type="checkbox"/> Request Computer	Submit an order request for computer, keyboard, mouse, monitor or other equipment.	Options	▼
<input type="checkbox"/> Request Monitor	Submit an order request for computer, keyboard, mouse, monitor or other equipment.	Options	▼
<input type="checkbox"/> Request Keyboard	Submit an order request for computer, keyboard, mouse, monitor or other equipment.	Options	▼

8. For example, if you click on the Request Computer chevron icon, you will be presented with options regarding the computer.

Request Computer
Submit an order request for computer, keyboard, mouse, monitor or other equipment.
* Options
^

*** Desktop or Laptop**

Desktop

Laptop

*** Computer Specifics**

example: Mouse, Keyboard, Monitors, etc.

*** Description**

Describe your request in further detail.

Add attachments

9. After selecting the required options, click on the Next button, which will display your order guide details.
10. Press the Order Now button to place your request.
11. A screen with your request details, including the items requested, is presented. You can access each request item individually by clicking the item's name.

REQ0030420
A container for the request you submitted. View the Items in your request below.

Requested Items

Request Monitor
RITM0030637

▶

Request Computer
RITM0030636

▶

Request Keyboard
RITM0030635

▶

Your request has been submitted

Number	Requester
REQ0030420	Joe Gaucho II
State	Opened
Open	just now
Updated	
just now	

Attachments

There are no attachments

5.2.3. Problem Tickets

The following is an example of a problem that may require setting a higher level of urgency and impact: You can't send or receive email. Later you realize that it affects not just you but your Local group as well.

NOTE: We recommend that ETS customers use the Call Center or Service Desk Chat communication channels for problems that have a high level of urgency such as an interruption of service or a security concern.

1. Access the Information Technology Service portal, hover your mouse over the Report a Problem category, and click on Messaging, Collaboration, and Communications Problem.
2. You will be taken to the Messaging, Collaboration, and Communications Problem form.
3. Choose 1 – High from the Urgency pulldown option field.
4. Choose Self Only from the Impact pulldown option field.

5. Choose Connect Email from the Messaging, Collaboration, or Communications Service having problems dropdown.
6. Choose Email Issues from the Type of Connect Email Problem pulldown option field.
7. Enter a description. For this example: "I cannot send or receive email. I use Outlook but it will not work using the Google email client online either. I'm attaching a screenshot."
8. Click on the Add attachments icon on the lower right of the form.

Messaging, Collaboration, and Communications Problem

Report problems with Connect Email, MTA or Calendaring, UCSB-hosted Websites, Cloud File Sharing tools, Communications Services, or other Messaging, Collaboration, or Communications system.

Use this to report a problem with Connect Email, MTA, Distribution Lists or Calendaring; Communications Services (Telephones, Network Infrastructure, Radio); UCSB-hosted websites; Conferencing (Zoom, Hangouts, Slack, Skype) or Cloud File Sharing (Google, Box, OneDrive) tools; or other Messaging, Collaboration, or Communications system.

Requested for Information

* Are you submitting this ticket on behalf of someone else?

No

Impact & Urgency Information

* Urgency

1 - High

* Impact

Self only

Details

* Messaging, Collaboration, or Communications Service having problems

Connect Email

* Type of Connect Email Problem

Email Issues

* Description

I cannot send or receive email. I use Outlook but it will not work using the Google email client online either. I'm attaching a screenshot."

Submit

Add attachments

9. Navigate to the attachment file, select and click Open. If the attachment is successful, it will show a small thumbnail and the title of the attachment at the bottom of the form.
10. Click the Submit button.

11. You'll be taken to the service ticket view where you'll see confirmation that your form has been submitted, the date and time of submittal, and the INC number assigned to this Service Problem ticket.

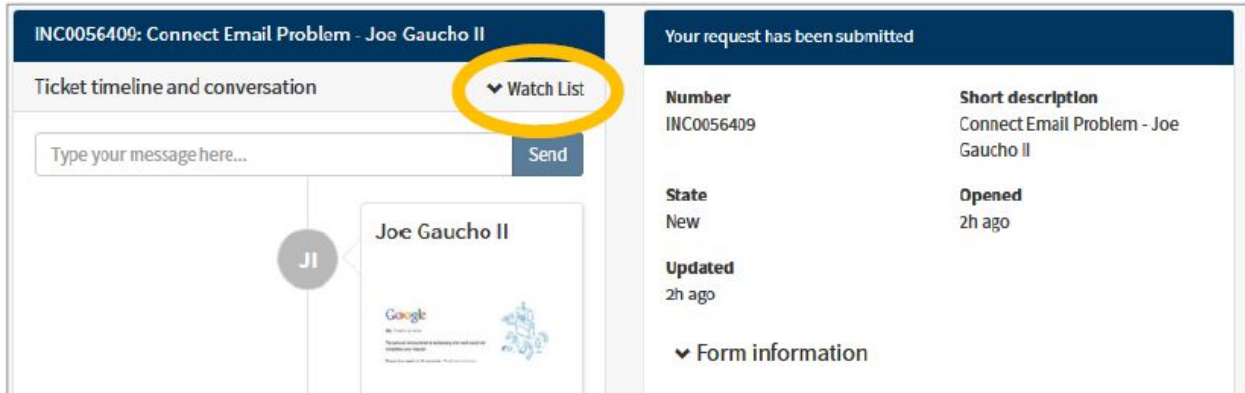
The screenshot displays a service ticket interface. On the left, the 'Ticket timeline and conversation' section shows a vertical timeline starting with a green 'Start' button, followed by a note from 'Joe Gaucho II' containing an image attachment 'gmail_down.jpg (28.1 KB)', and another note from 'Joe Gaucho II' stating 'INC0056409 Created'. On the right, the 'Your request has been submitted' section provides a summary: Number (INC0056409), Short description (Connect Email Problem - Joe Gaucho II), State (New), and Updated (just now). Below this, there are expandable sections for 'Form information' and 'Resolution information'. At the bottom right, the 'Attachments' section shows the same 'gmail_down.jpg (28.1 KB)' image.

Right after you submitted your problem ticket, you find out from a colleague that this issue is affecting your entire Local group! You will need to add **Additional notes** to your problem ticket and add some people to the **Watch List**.

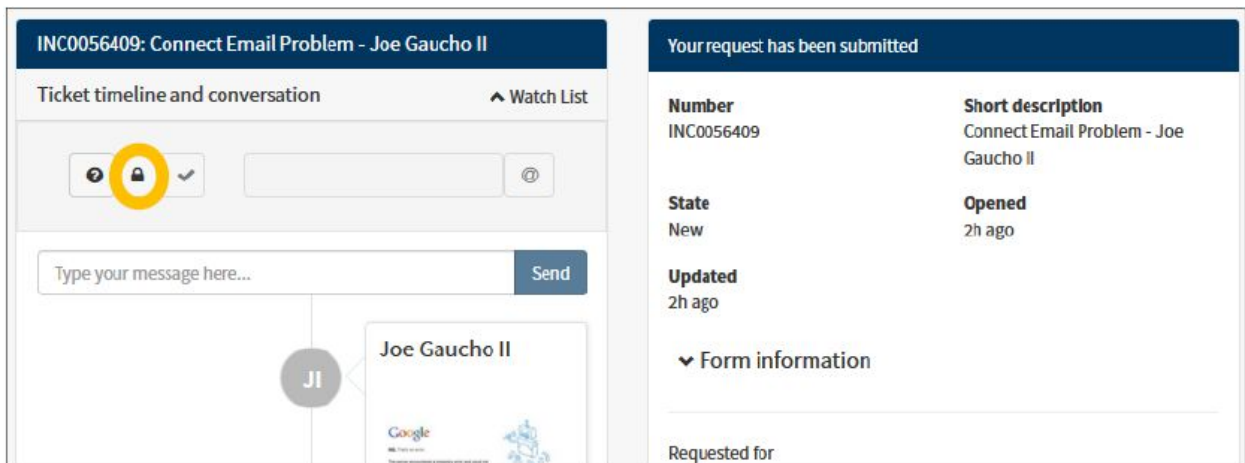
5.3 Adding Ticket Notes & Watch List

After a ticket has been created, you can add notes to keep the technical team working on your problem informed. You can also add people to the future problem ticket communications by using the Watch List.

1. Go to My Tickets and choose the ticket for which you want to insert additional Notes and add people to the ticket conversation. Click on the Watch List icon.



2. Click on the Lock icon.



3. Type the name of the UCSB employee you want to add into the conversation.
 - a. Note that the system finds employees by their legal name.
 - b. If you want to include a person who is not a UCSB employee, click on the @ button. Enter the email address and press the + button.
4. After adding the person(s), click the Check button to lock the Watch List.
5. Type your additional notes, and press the Send button.
6. Your update will add a details block to the "Ticket timeline and conversation" side of the ticket view.


INC0056409: Connect Email Problem - Joe Gaucho II

Ticket timeline and conversation Watch List 2

Alejandro Sanchez
alxsanchez@hotmail.com

Type your message here... Send

Joe Gaucho II
JI
This is the same problem to my Local group.


Joe Gaucho II
JI

gmail_down.jpg
28.1 KB

Joe Gaucho II

Your request has been submitted

Number INC0056409	Short description Connect Email Problem - Joe Gaucho II
State New	Opened 2h ago
Updated just now	
Form information Resolution information	

Attachments


gmail_down.jpg (28.1 KB)

5.4 Ticket Email Notifications

Most communication about service tickets happens via emails. Therefore, it is important to note that certain services will send email notifications with a View this ticket button, but others will not.

When the button is present, clicking on the button will take you to the Information Technology Services portal where you can view the entire history of that ticket. If you do not have the View this ticket button, or if you'd rather not interact with the portal, you can simply reply to your email notification, which will update your ticket. The replies will be added to the Ticket timeline as explained in the previous section 5.3., *Adding Ticket Notes & Watch List*.

PROBLEM EXAMPLE

UC SANTA BARBARA IT Services

Hello Joe Gaucho,

We've received your IT support ticket for Enterprise Business Application Problem for Joe Gaucho. Your reference number is INC0056319.

We will contact you to continue by 02:18 PM Monday, January 14 and estimate completion of your ticket by 00:18 PM Monday, January 21.

[View this ticket](#)

Sincerely,

Enterprise Technology Service Center
805-893-5000
etsc.ucsb.edu

REQUESTS EXAMPLE

UC SANTA BARBARA IT Services

Hello Jane Gaucho,

We've received your IT support ticket for Submit an order request for computer, keyboard, mouse, monitor or other equipment.. Your reference number is RITM0029745.

We estimate completion of your ticket by 10:21 AM Wednesday, December 26.

[View this ticket](#)

Sincerely,

Enterprise Technology Service Center
805-893-5000
etsc.ucsb.edu

6. Using Advanced Technical Services

Purpose of the Advanced Technical Services grouping

This service group is a collection of the highest level of technology support services. These service offerings, including access management, security, network services, system management, and web/application services are usually provided for IT professionals only.

7. Glossary

Advanced Technical Services – A collection of the highest level of technology support services. These services, including access management, security, network services, system management, and web/application services, are typically requested by IT professionals only.

Announcements – Important information about system maintenance, system availability, and major events affecting departments and campus.

Call Center – Direct phone line to a Service Desk support technician. Use this communication channel to report an unplanned interruptions of service or a reduction in the quality of a technology service. Check the “Contact Us” link in the Portal footer to find the contact information for your Service Desk.

Chat – Accessible on the Information Technology Services portal to ETSC customers only. Launching a Service Desk Chat connects you directly with a technology support technician who will assist you with your issue or request.

Connect Email – This is Gmail or Google email, which is branded as Connect Email. Connect is UCSB’s brand for Google messaging and collaboration services.

Escalating a Ticket – Action to request a more immediate response and resolution to a submitted Problem or Request.

End User – The individual who uses the IT service. The term is useful because it distinguishes two classes of users: users who use a complete service (end users), and users who may use the same product for development purposes (developers).

Impact – The way to identify who is experiencing a problem (yourself only, a group, or a whole department). This field is available when submitting a Problem. We recommend using the Call Center or Service Desk Chat if the problem is impacting more than yourself only.

My Tickets –A section of the Information Technology Services portal which displays any services you have requested that are still in progress. Most recent tickets appear at the top.

Order Guides – A request that allows you to order multiple items with a single form. These ticket numbers are prefixed with “REQ” in the My Tickets list.

Portal – The website used for requesting technology services and to report problems.

Problem – An unplanned interruption to a technology service or a reduction in the quality of technology service. Problem ticket numbers are prefixed with “INC” (short for incident) in the My Tickets list.

Request – Request to add, delete, or modify any standard service that you order through the Service Catalog from the Information Technology Services portal. Requested items are prefixed with “RITM” In the My Tickets list.

Timekeeping –Known to some as Kronos, this is the official timekeeping system that keeps track of hours worked for all UCSB employees.

Service Catalog – Available technical products and services, grouped by general categories.

Service Offering – Any technology-related service that Information Technology Services offers to you via the Service Catalog. Most Service Offerings have a specific form to submit a ticket.

Service Provider – A group responsible for providing a service or tool to end users and organizations.

Service Ticket – One service tracking number you will receive after submitting either a Problem or Request, or after a service technician creates one for you. See Problem and Request above.

UCSBnetID – The UCSBnetID is the user id used to sign in to services and applications available to the UCSB community. Visit the UCSBnetID Service Catalog (http://www.identity.ucsb.edu/customers/service_catalog/) for details on the various applications that require a UCSBnetID for access. UCSB Identity records on which the UCSBnetID is based are automatically created for all UCSB students, faculty, and staff. Campus affiliates and visitors may also have Identity records created to provide for access to UCSBnetID-based services.

Urgency – An evaluation of the importance of a problem ETS recommends using the Call Center or Service Desk Chat for problems that have a pressing need for speedy resolution. Please use any urgency mechanisms available with other service providers.