



PARTNERING WITH NEBULA SUPPORT

UW Technology Service Center
206-221-5000
help@u.washington.edu

What is the UW Technology Service Center?

Our Customers' Computing and Telephony Requests in CY 2008

Via email to help@u resulted in 27,000 RT Tickets
Via calls to 1-5000 & 3-2100 resulted in 66,250 Phone Calls

Staffing

Full-Time Staff
Part-time Student Staff
Part-Time Student Staff Leads
Email Analysts for help@u email routing

Management

Jon Pass, Supervisor
Felicia Watson, Supervisor
Richard Ortiz
Manager

How will we work with Nebula Support?

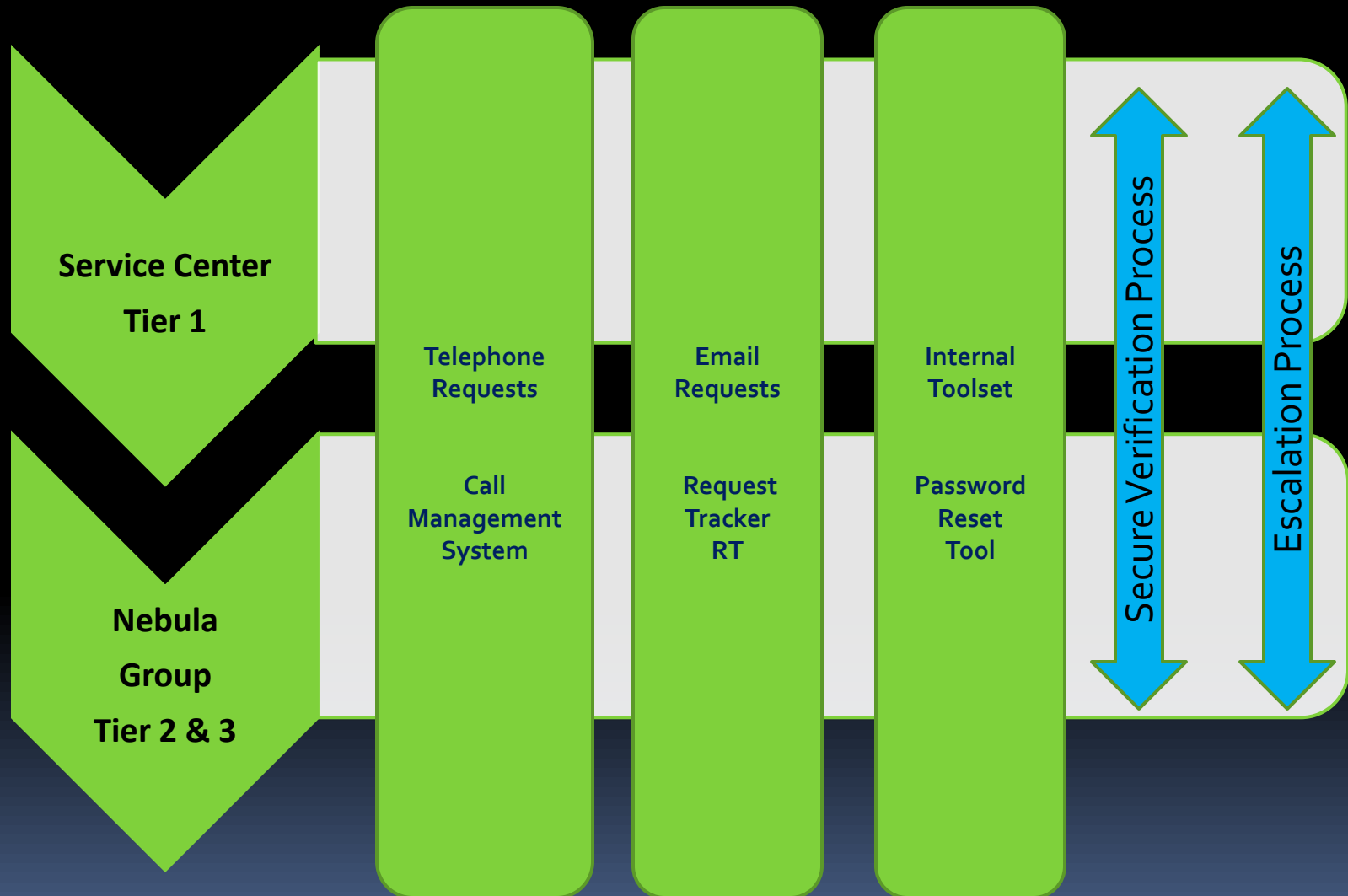
Tier One Support

- UW Technology Service Center
- More available hours 8am – 8pm Monday – Friday, 1pm – 8pm Sunday
- Less complex tasks

Tier Two & Three Support

- Nebula Support Group
- Hours 8am – 5 pm, Monday – Friday
- More complex support tasks

What systems and process do we use?





What changes can I expect?

- Hours of Operation – more hours!
 - Verification process for changing passwords will follow the UW Computer Security Policies
 - Employees will need to contact the Service Center directly to change passwords.
 - Employees will be asked for verification information to avoid social engineering tactics and identity theft.
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