

Pillado, Margarita A.

From: Henderson, Mark E
Sent: Thursday, April 27, 2017 3:56 PM
To: Henderson, Mark E
Subject: Pierce College IT Helpdesk 5-1-17

Importance: High

Follow Up Flag: Flag for follow up
Flag Status: Flagged

Good day. Beginning Monday, May 1, 2017, the IT Services Group will be deploying an IT Helpdesk call center reachable on campus at extension 6415. The hours are 8am to 7pm Monday through Friday. This service will allow you to request IT services, submit a new work order ticket or get clarification on open or closed work order tickets. In the event that an issue requires an onsite technician visit or additional time is needed to resolve an issue, the IT Helpdesk will open a work order ticket. However, you are still able to enter work order tickets directly or review the status of pending work order tickets in JitBit.

Thank you.



Mark E. Henderson, Ed.D
Manager, College Information Systems
PIERCE COLLEGE
818.610.6551
henderme@piercollege.edu

"A successful man is one who can lay a firm foundation with the bricks others have thrown at him."
David Brinkley (1920 - 2003)

The significant problems we face cannot be solved by the same level of thinking that created them.
Albert Einstein (1879 - 1955)

Nothing great was ever achieved without enthusiasm.
Ralph Waldo Emerson (1803-1882)

"The universe is change; our life is what our thoughts make it."
Marcus Aurelis (121 AD - 180 AD)

CONFIDENTIAL OR PRIVILEGED: This communication contains information intended only for the use of the individuals to whom it is addressed and may contain information that is privileged, confidential or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution

or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by reply e-mail and then permanently deleting the communication from your system.